



BRISTOL BAME WOMEN'S EVENT HEALTH AND WELL BEING EVENT

Healthwatch Bristol organised an event to specifically to engage with Black Asian and Minority Ethnic women in Bristol to help raise awareness of cancers which effect women and to hear their experiences of accessing health and social care services in Bristol.

Healthwatch Bristol BAME Women Event

Healthwatch Bristol has previously heard that people from certain BAME communities have a lack of understanding of screening programmes and health promotion. As a result of this, Healthwatch Bristol organised a health and wellbeing event for BAME women, to raise awareness of cancer. The main event focused on two types of cancer which are particularly related to women. Healthwatch organised workshops to hear people's feedback on long term health conditions, their experiences of using health and social care services and which services they felt had helped supported them with their needs.

What we did

Healthwatch Bristol worked with Public Health, a Cancer Research UK specialist and Macmillan Cancer to help raise awareness of women's cancers. Healthwatch Bristol worked closely with KHASS, Dhek Bhal, Seventh-Day Adventist Church, and Bangladeshi Women's Group, Bristol and Avon Chinese Women's Group, Bristol Aging Better/Knightstone and many other BME organisations to make the day a success.

The event was organised with a focus of raising awareness about breast and cervical cancer as there was a lack of knowledge and understanding about these topics and the screening programmes available. HW chose to engage with this community group as there is evidence which shows poor health outcomes among some BAME groups. A number of translators were organised and provided in various languages to help support the language barriers and needs of some of the attendees.

Summary

Cancer awareness

Caroline Radford Clinical Nurse Specialist did a presentation and ran a workshop highlighting breast checks how to recognise and check for the signs and symptoms of cancer and screening available. Smaller workshops were organised to encourage people to gain more information and to provide an opportunity for individuals to ask any confidential questions they may have in a one to one session. Props were used to help demonstrate breast screening, ways how to check for abnormalities using visual tools, checking what cancerous lumps felt like and what amount of pressure should be applied when checking. The photographic and hands on methods were useful utensils to use as people with language barriers had a visual which was much clearer than verbal language.



Caroline Radford Clinical Nurse Specialist presentation with translator Frida Malik

Cancer awareness

Lynne Benton Screening & Immunisation Co-ordinator from Public Health England - South West did a presentation informing people of the importance of cervical screening and the aim of the NHS Cervical Screening Programme is to reduce the number of women who develop cervical cancer and the number of women who die from the condition. She informed the group about the importance of being screened regularly so they able to detect if abnormal changes occur in the cells of the cervix how this can be identified at an early stage and, if necessary, treated to stop cancer developing. Since the screening programme was introduced in the 1980s, the number of cervical cancer cases has decreased by about 7% each year. Lynn also ran small workshops if people had any questions or needed a one to one there was an opportunity.

McMillan Cancer and LinkAge

Hannah Somers Marketing, Communication and Support Officer from LinkAge and McMillan Cancer did an information stall and spoke to people about their provisions. Mc Millan Cancer support as well as the services that LinkAge provided and informed people about their upcoming events. She provided resources and information in different languages so that it could be accessible to all regardless of their language.

Healthwatch Bristol

HWB facilitated a workshop asking if people had any long term illness and which health and social care services they felt helped to support them with their needs.

There was pampering sessions of shoulder massage and henna painting to help involve people in the event. The mix of activities were a good combination and did help to make the atmosphere more relaxing and inviting for participants.

Seventh Day Adventist church

Seventh Day Adventist church supported the event and provided healthy fruits they spoke to attendees highlighting the importance of healthy eating and how it can help improve your health and wellbeing and by exercising can help reduce the risk of certain cancers and long term health conditions. They were also particularly interested in working with the BAME

community and informed them of the health event they were running a series of health seminars and lectures, on how to reverse diabetes, high blood pressure and other life style diseases. This would be beneficial to know about as the Asian community are at higher risk of getting diabetes.

Healthwatch Bristol would like to thank all the attendees, presenters, translators and all the organisations who helped support the event.

Gathering feedback

HW facilitated a creative workshop using the health and wellbeing tree to gather general feedback on people’s experiences of health and social care services.

Gathering people’s feedback on health and social care services



Fig.1.HWB Health and Wellbeing Tree



Fig.2. Participants listening to HWB presentation

Answers were written on post it leaves and added in the health and wellbeing tree for positive comments and areas for improvements were displayed at the bottom of the tree. This simple creative activity gave a visual way to analyse the amount of leaves in the tree (indicating where people were happy with services) and leaves falling from the tree (demonstrating services with areas for improvement).

You said:

Total Comments received: 55

24 Negative



2 Mixed



29 Positive

Workshop 1(W1)

Activity 1: General feedback on health and social care services

(Question 1) **which health and social care services do you feel is most useful?**

These comments were written on leaves and attached to the tree.

(Question 2) **which area's do you feel can be improved?**

W1-Question 1- Which health and social care services do you feel is most useful?

- “Easton Family Practice My GP is good” Primary
- Charlotte Keel “I have a thyroid problem and suffer from vitamin D deficiency she says that she feels waiting two weeks was very worrisome and more should have been done to stop the delay.” Primary
- “Good experience with Old School Surgery fishponds.” Primary
- “Montpelier Health Centre good. The staff give me time and are very caring.” Primary
- “Beechwood surgery translators are very rare I was told I would be provided with a translator but no translator on the day” Primary
- “My service is good in Bradgate surgery in Henbury” Primary
- “Eastville Practice Some of the Doctors there are good overall a very good practice and which care, loved it!” Primary
- “Easton Family Practice is now our surgery excellent service but not consistent. Just too busy and not nice. Lengthy wait for appointments, confusion over prescriptions and not liking seeing different GP's.” Primary

- Fishponds Medical Practice. “My son had a stomach issue and GP said no problem he referred him to Bristol Children’s Hospital. 5 years later he is better now. I got a translator by phone to help me.” Primary
- Dentist Smile Ashley road. “There is one great dentist she is wonderful with me and has really excellent personal service.” Primary
- “A and E Southmead helped care for my seven year old child when she came in with breathing problems. The Staff care was good but waiting times to be seen was too long.” Secondary
- “Hospital emergency services and Accident and Emergency at Southmead is most useful.” Primary
- Southmead Breast unit. “I went for a mammogram for tests as she has a number of women in her family with breast cancer. Staff there were efficient.” Secondary
- “I attend for test/check-ups for my Parkinson at Southmead Hospital staff there are good!” Secondary

W1-Question 2 Which area’s do you feel can be improved?

- “Doctors’ appointments availabilities can be improved!”
- Some health services are still lacking in the 21st century and are lacking in “cognitive and biocultural competence and stuck up, literature not translated.” Primary
- Dentist smile on Ashley Road “fake smile fake service always changing and not always welcoming, staff look stressed changes I see but there are more charges.” Primary
- Fishponds GP took too long to understand my nephew’s health problems. Doctors need to allow parents to explain their concerns and action it. Primary
- “Dentist Smile Ashley Road “I had a bad experience a while back I should have complained he will never touch my mouth again. I will always check which dentist I have a preference for one as she is wonderful, if she leaves I will leave.” Primary
- I need information in Chinese if not my daughter has to help translate information so I can understand. Primary
- “Charlotte keel I have Parkinson and I feel that should have more check-ups!” Primary

- “Seymour Practice has a lack of prescription for same medication.” Primary
- “Language barriers causes lengthy delays in specific services!” Primary
- Beechwood Practice. “Difficult to make an appointment I need to call at 8Am and I have been put on hold for half to an hour. When I take children to school and call back all appointments have allocated so no appointments!” Primary
- “ Not very co-operative at Frenchay Dental Practice” Primary
- Unable to get appointment to see the same doctors. Primary
- “Waiting times too long for hospital appointments!” Primary
- Hospital appointment running late and having to wait long periods of time. Primary
- “Children’s Hospital Emergency dental. “There was a three to five hours wait and they only saw us for five mins! Told us to go home did not give any medicine the Dr told us we didn’t need anything! My son cried!” Primary
- “Children’s Hospital have a phone translator. Difficult to understand and quiet. I would prefer a person face to face service as I don’t speak much English. I don’t understand the phone translator.” Primary

Workshop 2 (W2)

Activity 2; Feedback on Long Term Conditions (LTCs)

(Question 1) Have you, or your relative experienced any long term Health issues?

If yes, what are the names of the service that has helped with your support or health needs?

Beechwood Medical practice

- Commentator informed Healthwatch that she does not have any long term conditions. She said that she has not had any cervical screening for the past six years. She feels that the surgery should provide a reminder every three years but she has not received any. She will now go herself as she is concerned and would like to be screened. Primary

Beechwood Medical Practice

- Commentator suffers from diabetes and felt his GP helped to support his needs and was also referred to see the diabetes Nurse. Now 6 months later he is much better and his sugars have reduced. Primary

Beechwood Medical Practice

- Commentator has recently visited her GP with a lump in her breast she was concerned as both her mother and sister have had breast cancer. “GP was quick at referring me to Southmead breast screening to see specialist for a mammogram, a good service!”

Primary

Bradgate Surgery

- “Our GP and practice nurse is good about any problems we have. Me and my husband are diabetic and the hospital and GP are very helpful!”

Primary

Charlotte Keel Practice

- Commentator has diabetes and when she was diagnosed she was given a booklet about exercise and healthy eating and how to reduce weight. “Staff there were good and helpful and they call every six months for check-ups. Good service and information as it was in Punjabi and I could read it very well!”

Primary

Charlotte Keel Practice

- “Information should be provided in other languages for non-English readers and in larger print.”

Primary

Charlotte Keel Practice

- Commentator commentated about her mild asthma and said, “I would prefer the same GP but this always changes”. She feels that this would help the GP know about the family health issues better if it was just one particular GP.
- Commentator attends this practice and has a thyroid problem and vitamin D deficiency. After having a blood test she was worried as she had to wait over two weeks for her results. She feel that there is lack of communication.

Primary

Primary

Charlotte Keel Practice

- Commentator’s mother in law has difficulty getting an interpreter resulting in her going alone, she feels that there is lack of communication because of language barriers.

Primary

Charlotte Keel Practice

- Are good as they provide Link workers to support language barriers a good service.

Primary

Maytrees Medical Practice

- Commenter has diabetes and feels that the service provides “good support.”

Primary

Easton Family Practice

- Commentator has thyroid problem and the GP care and treatment was good.
- Her mum and daughter both have high blood pressure which is being monitored.

Primary

Primary

- Her Nan has a knee problem and was referred to BRI for a knee replacement, good service. Primary

Air Balloon Surgery

- Commentator has been experiencing back problems and has been to the GP about it but was told to take pain killers she feels that the problem has not gone away six weeks later and she is intending to go back again for more support and advice on a seeing a specialist. Primary

Seymour Medical Practice

- Commentator has diabetic and sees the nurse who is the diabetic clinic. She said that she receives check-ups every 6 months. Primary
- “The Seymour medical practice midwife was really good and gave information on pregnancy.” Primary

Seymour Medical Practice

- Commentator has muscular skeleton services and blood pressure. She sees the GP there and nurses and feels that the service provisions are ok. Primary

Bishopston Medical Practice

- “I could not fault the Nurses and GP there” Primary

Lawrence Hill surgery

- “Very good with lots of support” Primary

Lawrence Hill surgery and Maytrees

- “They need Link workers. People should not have to take family members to interpret. Bad practice.” Primary

Cosham Hospital

- Commentator had a bladder problem and has been referred to this Hospital for tests soon she hopes that they will be able to support her with her problem. Secondary

Bristol Royal Infirmary

- Commentator attended the hospital for a knee replacement. She said the treatment and care was good and as well as the after care. The physiotherapy was effective and helped. Secondary

Southmead Hospital

- Commentator attends the hospital for her Parkinson disease and says that her visits are very efficient and felt that the staff are very good. She did say that she feels she should have more regular test as she only received this test once a year. Secondary

Bristol Oncology

- “Bristol Oncology are fantastic excellent support during mum’s treatment of Hodgkinson Lymphoma. Always a happy face supportive whether face to face concerns or advice over the phone.” Secondary

District nurses and health visitors

- Commentator felt that that these health professional should visit community groups and make people more aware of being healthy and save on long term resources. Secondary

Key themes:

Primary Care Service

Commentators commented collated from both workshops. On nine GP practices in Bristol. The general consensus of the comments and feedback received about the services was mixed, of the nine comments received five were positive and three were negative.

- ❖ We recorded positive feedback regarding some GP surgeries, Dentist and some accident and emergencies services.
- ❖ In relation to access to services, the majority of commentators felt that availability of appointments to see their GP and time spent waiting for an interrupters and appointments, was a major issue.
- ❖ Many commentator were disappointed as their surgery had not informed them they were entitled to interrupters and were resorting to taking family members.
- ❖ Some commentators felt that being listened to way important in relation to being treated with dignity and respect.
- ❖ In many cases some commentators felt there was a lack of communication and translation provision between their surgery Hospitals and patients.
- ❖ Poor cervical screening assessment were also an issue as some were not informed that screening should be done every three years for some women of certain ages.

- ❖ Some commentators described their experiences at their GP practices as positive in relation to support with long term conditions. Many comments collated indicated that service users were happy with the quality of care and communication of staff.
- ❖ A number of commentators with diabetes felt well supported by their GP and some received useful information in their language about the condition which they found accessible and useful.

Secondary Care services

Eight comments were received in relation to secondary care services. Commentators commented on their experiences accessing health care services from Bristol Royal Infirmary Bristol Oncology, Cosham Hospital, Children's Hospital and Southmead Hospital. The general consensus of the comments and feedback received about the services was mixed, of the nine comments received five were positive and three were negative.

- ❖ Waiting times for treatment in hospitals was a major issue identified.
- ❖ Some commentators described their experiences at hospital were positive with good treatment and care.

Recommendations for consideration

Healthwatch would like to highlight the importance of patients feeling there are barriers to communications and not having translator being provided to support them. There were several accounts of experiences where some patients felt they had not been heard by their GP because of language barriers.

More should be done to provide translators at surgeries and Hospitals in order to support some patients efficiently.

Feedback from the breast cancer workshop about main questions/queries raised:

- Questions raised about menopause
- How firmly do you press when checking ?
- What are the screening procedure like?
- Is it normal to have lumps in you breast?
- What do abnormalities look like?

Feedback from the cervical cancer workshop about main questions/queries raised:

- What is HPV How do you catch it?
- What happens when you reach 64 what should you look putout for?
- How long does it take to develop cervical cancer?
- What happens if they find abnormalities?
- What can they do if you find it really painful?
- I get heavy bleeding what can I do?
- Could we get the website addresses in different languages?
- No Bengali translating for cervical screening

Evaluation of the event

Evaluation of comments received from the health and being event

Name two things you found useful today?

- “Good workshop! providing information to everyone about how to prevent illnesses and have better knowledge and awareness.”
- “We learnt about breast cancer and how to check yourself, we found this useful.”
- “I didn’t know that there was a test for ovarian cancer”
- “I am more aware about what to look for signs and symptoms and feel comfortable to discuss this.”
- “In-depth explanation about cervical cancer.”
- “Very informative I have learnt lots about breast cancer and the difference between ovarian cancer and cervical cancer.”

- “Excellent event”
- “LinkAge have been very informative about their activities based around local area!”
- “I learnt women over 64 that there were no test for them and today I learnt the signs and symptoms to look for! Good Information.”
- “Information about cancer and help available.”
- “Healthwatch Great event lots of information, great food, and massage.”
- “I wanted information on health conditions diabetic and hypertension Healthwatch signposted and gave relevant leaflet.”
- “Very useful talk with translation. Having the breast model was helpful to understand what to look for!”
- “Brilliant networking culture, food, diversity, HW, breast and cervical care.”
- “Useful especially finding lumps and how they feel.”
- Helpful hints for looking out for signs of cancer .Helpful information.
- “HWB event was very informative there should be more health event like this ”
- “Breast cancer info was extremely useful it answered many questions that are often taboo.”
- “Thank you for your translating , it helped me understand cancer a bit better I good understanding of cervical cancer info I didn’t know previously”
- “Helpful to know that Healthwatch can be the in-between person to pass info on to Good and Bad. Breast workshop, good follow up and reminder of what I’ve learnt from previous workshops.”

Is here anything else you would have like to have seen?

- “Thank you for having us as part of your group. We can all can make things better for ourselves.”

- “Workshops in separate rooms as there was a lot of background noise making it difficult to understand what was being said.”
- “This was a good event great work in the community more events!”
- “Networking meeting and listening to other women.”
- “More specific health questions and answers for hypertension and diabetics.”
- “More cake! Otherwise great!”
- “Lunch should be provided at the end of the session as some attend to leave after lunch.”
- “More of these health education events should be organised as they are very informative and helpful”
- “Translating provisions in Mandarin ”

Next steps

Healthwatch Bristol will.....

All the feedback provided through this engagement project has been inputted to Healthwatch Bristol’s Feedback Feed Forward database and will be included in the Healthwatch Bristol quarterly report. Healthwatch Bristol will be sharing this report with Healthwatch Bristol partners including Bristol Clinical Commissioning Group, the Health and Wellbeing Board, Bristol City Council, The Care Quality Commission, NHS England and Healthwatch England. The report will also be presented to the Healthwatch Bristol Advisory Group to propose further uptake of the issues identified in this report. The report will be available on the Healthwatch Bristol website (www.healthwatchbristol.co.uk) and circulated to our mailing lists via the monthly e-bulletin.

Looking forward....

Plans for future work between Healthwatch Bristol and members of the BAME community by working in partnership and by visiting multi faith group.

Healthwatch Bristol welcomes and encourages members of the Black, Asian, and minority ethnic community or those who support them to continue to contribute their feedback to us using the communication methods included at the end of this report.

Healthwatch Bristol also supports people to become Volunteer Champions so that they can represent the experiences and needs of their community. If you would like to find out more about volunteering with Healthwatch Bristol, please contact us using the details below.

Tell Us Your Story...

Healthwatch Bristol want to hear from you about your experiences so that we can tell services your needs to create the best local services.



Text us - text bris followed by your message to: 07860 021 603



Email us at: info@healthwatchbristol.co.uk



Call us: 0117 2690400



**Write to us at: Healthwatch Bristol,
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Or visit our website to see more at: www.healthwatchbristol.co.uk