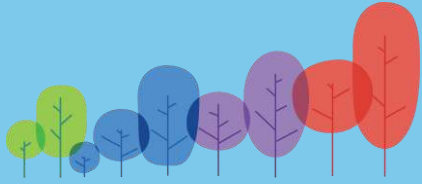


BWC Patient Experience Team Cultural Competencies Project 2022





BWC Cultural Competencies Project

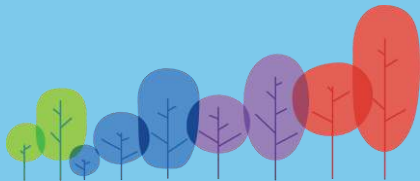


**Birmingham Women's
and Children's**
NHS Foundation Trust

The BWC Cultural Competencies Project is a Trust wide initiative to put inclusion and diversity at the heart of Patient Experience

Bringing together skills and knowledge from different organisations in partnership with those who have lived experience, to break down barriers to healthcare and shine a light on health inequalities.

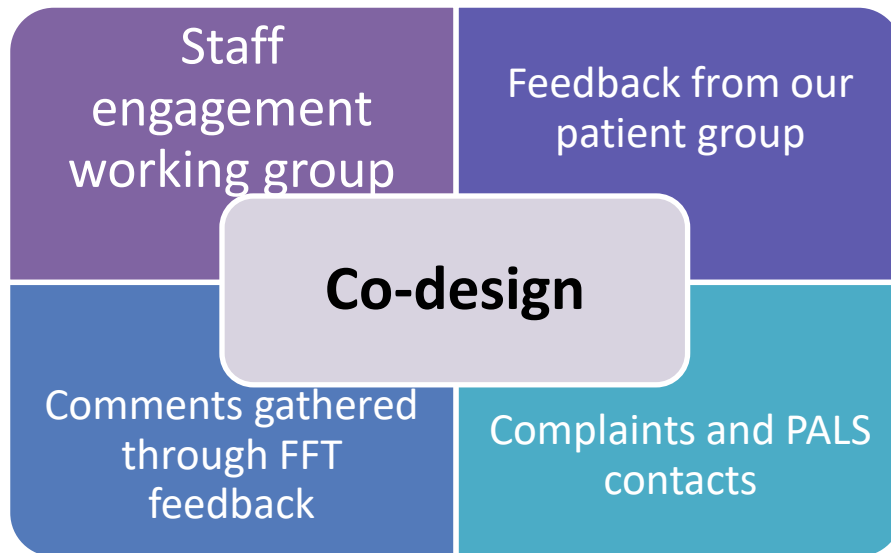


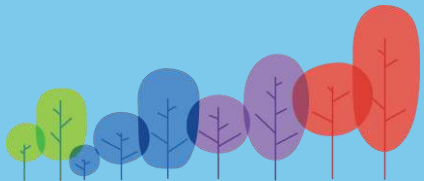


CO-DESIGN



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NHS Foundation Trust

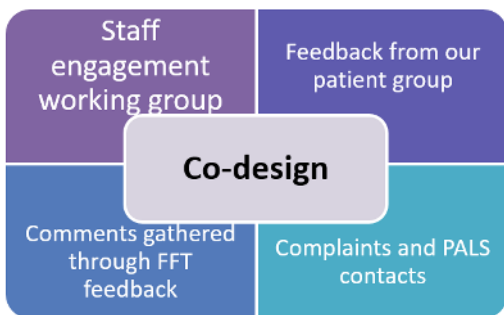




DATA



**Birmingham Women's
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Gathering data



Mental Health

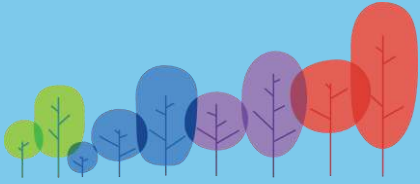
LGBTQ/Trans Specific

Learning Disabilities

Refugee/Asylum Seekers

Understanding cultural and religion differences





CO-PRODUCTION



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Data gathered from the co-design process identified the focus of the programme

Training co-designed by staff, young people, patients and families

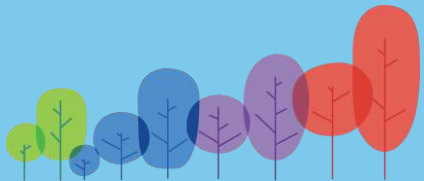
Delivery of the webinars

- Experts by experience
- Real life examples
- Local examples

- 90 mins to 2 hours
- Virtual
- Open to all staff
- Q&A
- Toolkits

Gathering feedback

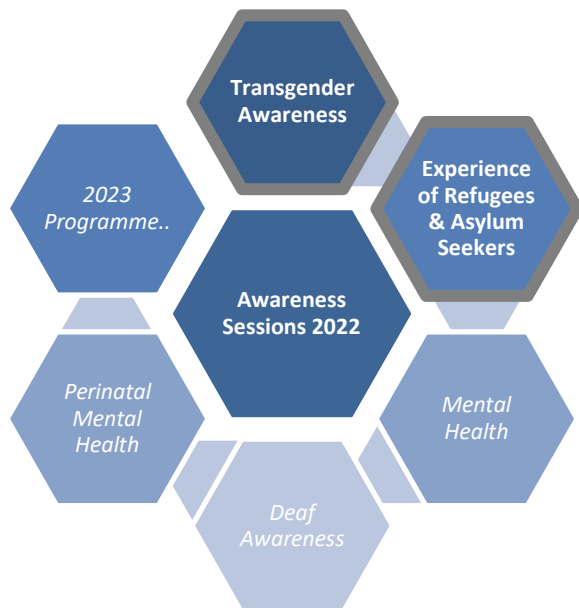




SESSIONS



**Birmingham Women's
and Children's**
NHS Foundation Trust



Transgender Awareness

Transgender Awareness Training offered for free for our Trust by Birmingham LGBT. Two webinars, one with a general and another with a more medical focus, delivered by a Trainer with lived experience of being Transgender in Birmingham.



UNHCR
The UN Refugee Agency
United Kingdom for UNHCR

**Refugees
Women
Connect**

Experience of Refugees and Asylum Seekers

Delivered for free for our Trust by UNHCR and Refugee Women Connect the session aimed at sharing experiences with staff of being a refugee or asylum seeker and accessing our services.

Joined by a guest speaker with lived experience of being an asylum seeker and accessing maternity services. The session aimed to give staff tips on how to support and sign post.

Co-design

Data

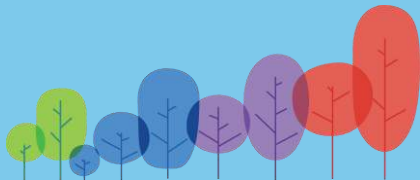
Co-
production

Sessions

Feedback

What's
next?

Spin-off



SESSIONS



**Birmingham Women's
and Children's**
NHS Foundation Trust



Mental Health

Delivered by a Trainer with lived experience of accessing services at Birmingham Women's hospital whilst struggling with mental health.



Deaf Awareness

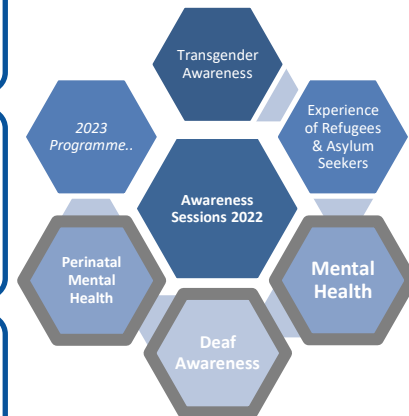
Delivered by a Deaf Trainer and Interpreted by a BSL Interpreter to coincide with Deaf Awareness Week.

The session aimed to raise awareness about the variations amongst D/deaf people and communities.



Perinatal Mental Health

A session designed for our Maternity Teams to give an insight into perinatal mental health and being a young person accessing maternity services.



Co-design

Data

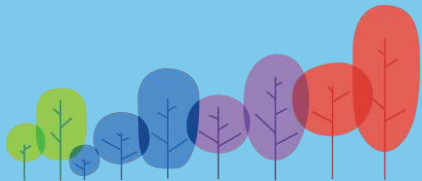
Co-
production

Sessions

Feedback

What's
next?

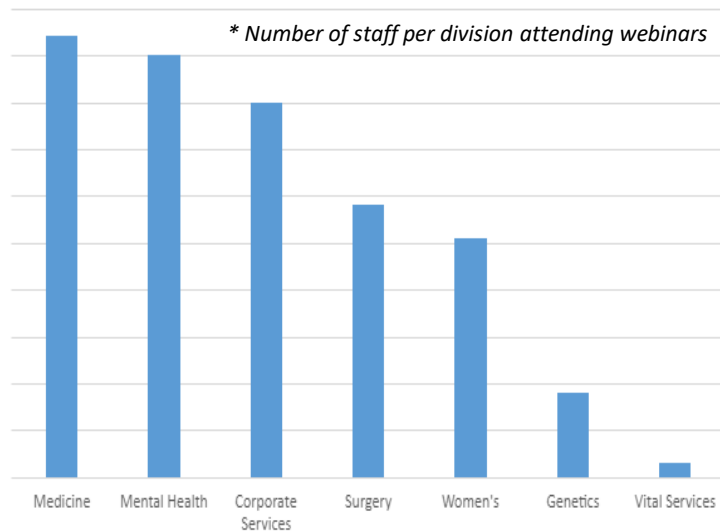
Spin-off



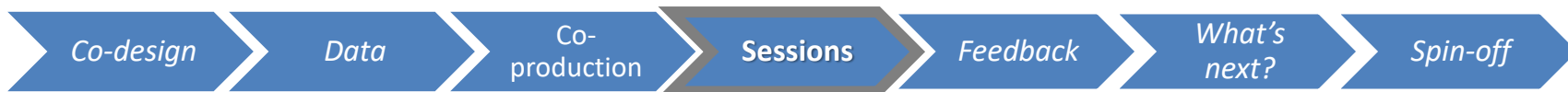
SESSIONS

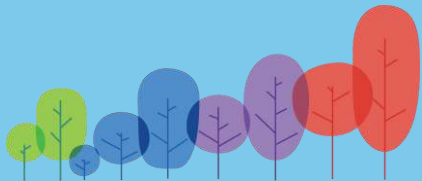


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Awareness Sessions	Number of sessions	Number of staff booked
Deaf Awareness	4	50
Understanding Autism	6	183
Gypsy, Roma & Traveller	2	138
Mental health	2	69
Refugee & Asylum Seekers	1	48
Transgender Awareness	2	130
Grand Total	17 sessions	618 staff





FEEDBACK

NHS

**Birmingham Women's
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“It was a brilliant session, thank you. I liked that it was led by deaf people who could give first hand experiences and perspective from a deaf person about how they would like to be treated by a healthcare professional.”

“I was already aware of much of what was shared from past experience and the CMF Refugee and Asylum Seeker Health course. However, this webinar gave me more confidence to advocate for refugees and asylum seekers within BWC.”

“It was very well presented I enjoyed the training look forward to any future trainings you might have.”

“This training should be mandatory for everyone. There is so much misinformation out there, this is essential for dispelling a lot of myths and making us more inclusive.”

“Thank you for such an informative training session. I really feel this training should be mandatory for anyone working in people-facing jobs as there is so much ignorance around this topic.”

“Relevant and insightful session provided by genuine people with real life and valuable experiences we can all learn from.”

Co-design

Data

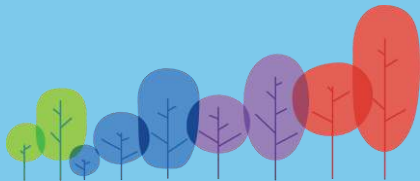
Co-
production

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Spin-off



WHAT'S NEXT?



**Birmingham Women's
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NHS Foundation Trust

With the support of our BWC Charity Team we hope to continue to offer staff the opportunity to learn more about experiences and barriers to healthcare from the perspective of our patients and families

- Planning 2023 programme
- Staff Survey – ideas for focus areas
- Monthly meetings with the EDI Team to share resources and align on key events
- Focusing on Communities who are less likely to engage with our services in the local area
- Cultural Engagement Officer Pilot



Co-design

Data

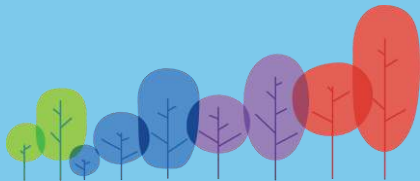
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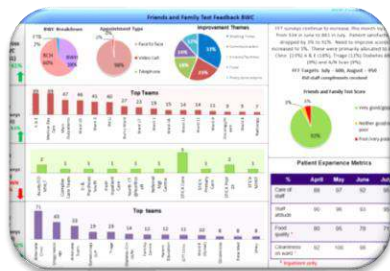
Spin-off



Spin-off from the Awareness Project

NHS

**Birmingham Women's
and Children's**
NHS Foundation Trust



**Inclusion and
Diversity Survey**



Wayfinding



**Awareness and
Visibility Videos**



**External Advice
and Support**

Co-design

Data

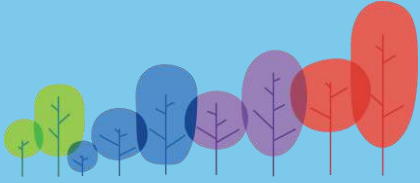
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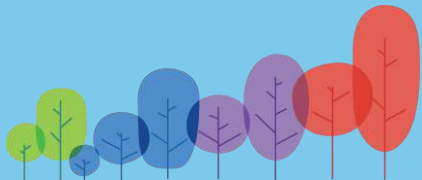
Spin-off



**Birmingham Women's
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NHS Foundation Trust

“As part of the Trusts commitment to widening participation in Equality, Diversity and Inclusion, we were pleased to offer staff the opportunity to learn more about Cultural Awareness through the Patient Experience Cultural Competencies project. Working with external partners from across the UK and Experts by Experience, the project has been an innovative platform for improving understanding about health inequalities and the importance of putting inclusion at the heart of a patient’s journey”

Caron Eyre
Director of Nursing, Quality & Governance
Birmingham Women's & Children's NHS Foundation Trust



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NHS Foundation Trust

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BWC NHS Trust



BWC NHS Trust



Women's Hospital



Women's Hospital



Children's Hospital



Children's Hospital