SUBMISSION FROM NHS GREATER GLASGOW AND CLYDE

NHS Greater Glasgow and Clyde (NHS GGC) has defined gypsy travellers as follows:

Gypsy Travellers refers to all travelling communities who regard ‘travelling’ as an important aspect of their ethnic and cultural identity. They come from Scotland, other parts of the UK and other parts of Europe. Other groups of travellers include new travellers (previously new age travellers) or occupational travellers (show or fairground). Gypsy Travellers are the only one of these groups to be protected by equalities legislation.

We have included the Roma community in this response, although it is important to note that not all the Roma population in Glasgow use the term ‘Gypsy’ or ‘Travellers’ to describe themselves. Roma describes groups of people from Romania, Czech and Slovakia. Roma is an ethnic background, not a nationality, so we have Roma with different nationalities in NHS GGC.

Work on capturing information on contact with Gypsies / Travellers in NHS GGC has concentrated on the Roma population in Glasgow City Community Health Partnership (CHP), South Sector. Much of the information contained in this response therefore relates to this particular group.

1. Contact with Gypsy/Travellers

There are approximately 2000 – 3000 Roma residing within the Glasgow City CHP South Sector. It is not clear of how many families are living locally at any given time due to the transient nature of the population.

Investigation of our internal Interpreting Service, which assists in identifying contact, shows that we have no Roma interpreters. Searching for Romanian and Slovakian interpreters shows that in the first 3 months of this financial year we have had 533 Slovak interpreter supported health appointments, 210 Romanian and 43 Czech.

2. Policies or practice guidelines relating to Gypsy/Travellers that you have

Our Tackling Inequalities Policy, which is a key driver for planning across NHS GGC, has a section on marginalised groups included within it. Gypsy / Travellers are included within this group as they are additionally discriminated against because of their identity as Gypsy / Travellers. I have attached a copy of this policy with my response.

3. Policies aimed at other organisations / groups

None

4. Specific training or awareness-raising you undertake in relation to Gypsy/Travellers

We have developed a range of e-learning modules to cover inequalities work and those protected by the Equality Act. We developed a specific e-learning module about Gypsy / travellers as part of our marginalised groups modules. This has been access by 112 staff since it was launched this year.
We have also produced an equalities website with a specific page relating to Gypsy / Travellers.

5. What difficulties Gypsy/travellers have accessing your services / support (or those provided on your behalf or in collaboration with you or by other bodies in your field) and what you have done to address any such difficulties.

We carried out a range of focus groups with those whose first language is not English as part of our consultation with groups affected by the service change to our Interpreting Service. There was one focus group with Slovakian speakers, some of those participating were Roma. This showed us that although people could speak Slovakian and used Slovakian interpreters they would prefer to have a Romani interpreter.

The issue pertaining to access to services for gypsy travellers are language barriers for which we have an in house Interpreting Service. There can also be cultural issues relating to an understanding of how the health service works and an expectation that services can be accessed on the day required.

Glasgow CHP South Sector is leading a joint pilot programme with Keep Well and Equally Well test sites to engage with the Roma population around the Anticipatory Care Programme, Keep Well.

Recruitment has taken place of two Health Improvement Support Workers to engage with the Roma community who are eligible for a Keep Well Health Check.

The Health Improvement Support Workers, of which one is bi-lingual, provide an outreach service in which they raise awareness of Keep Well and assist individuals to book their Keep Well Health check. This model of care will gain learning which can influence future service delivery models to engage more effectively with this high risk population.

Finally we have a research proposal about to be initiated looking into access, engagement and staff attitudes / knowledge towards Gypsy / Travellers.

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