

## Creative hands creating a warm welcome



‘Communicating effectively with all our patients and service users is a priority for Belfast Trust.’

Hello Everyone

I would like to extend a warm welcome to our third edition of the Belfast Trust’s Good Relations Bulletin. This edition is packed with a variety of innovative initiatives starting with the ‘Art Fest’ held on 5th February, which comprised an array of local people from a range of diverse backgrounds. The participants came together to create impressive pieces of art using their own hands and their own native language to create a welcome message. The colourful art will be formally unveiled next month and will be displayed in each of the Trust Wellbeing and Treatment Centres to ensure a welcome message is extended to everyone. There is more on this colourful event on pages four and five. Communicating effectively with all our patients and service users is a priority for Belfast Trust. In recognition of the growing cultural and linguistic diversity of Northern Ireland, the Trust has installed new Multi Lingual Check in booths in the Cancer Centre. The screens provide information in 8 different languages facilitating a more streamline check in service for those outpatients who are not proficient in English.

I am keen to formally record well deserved congratulation to the NINES Service (Northern Ireland New Entrant Service) on winning the Community Practitioner team of the year award for 2015. This invaluable project provides a regional, holistic service to support the health and social well-being of new immigrants, asylum seekers and refugees entering Northern Ireland to ensure they experience equality of access to our services. These are just some of the Trust’s pioneering work to promote good relations for staff, service users and our community.



Damian McAlister,  
Director of Human Resources and Organisational Development.



## Chief Executive celebrates International Roma Day

Dr Michael McBride Chief Executive, spoke at the International Roma Day Celebration on 18 April 2015.

Addressing a large audience from the Roma community, Dr Mc Bride reiterated the Trust's support for the Romanian Roma Community in Belfast, to access health and social care services that are sensitive to their needs, cultures and traditions. The Chief Executive acknowledged:

“We need to make sure our services are accessible to the Roma community. We need to make sure that they are sensitive to their cultural beliefs and background. We are appointing two outreach workers to work with the Roma community to help them access

services and help us meet their needs, because they do have specific health needs”

To support this on-going work Dr McBride announced that the Trust (supported by the PHA) has started the process of recruiting two Community Outreach Workers to work with the Roma Community.

These workers will have a specific focus on maternal and child health and will support families' in accessing maternity services, early year's services and children's services.



Dr Michael McBride, with Lord Mayor of Belfast Arder Carson and a child from the Romanian Roma Community



## Trust chaplaincy facilitate multifaith, multicultural training

The Chaplaincy Department facilitated three training sessions in BCH Cancer Centre, the Mater Hospital and RVH for Trust staff in April on the topic of Multi-faith and multicultural issues. Speakers came from the Chinese Welfare Association, Belfast Islamic Centre and the Indian Community Centre. Each spoke firstly about issues relating to living patients from their communities; then about issues relating to the dying/death of patients from their communities. More than 70 staff attended across the three sessions. The Chief Executive, Dr Michael McBride, attended the session at the Cancer Centre. Commenting after the event, he wrote, "This was a wonderful training opportunity for staff, which I thoroughly enjoyed. I thought it was extremely informative and will be useful for everyone to raise their awareness to the many multifaith/multicultural issues that may arise during their working day." We would hope to repeat the sessions later in the year.



The Chaplaincy Department is also involved in seminars for 2nd year QUB nursing students. This has included input from Mr Ashok Sharma (designated honorary Hindu chaplain), Rabbi David Singer (designated honorary Jewish chaplain) and Imam Anwar Mady (designated honorary Muslim chaplain). Approx 180 students attended the seminar.

## Trust bereavement booklets in 10 other languages

Staff will now be able to provide bereavement information to bereaved families, in their own language through the development of bereavement booklets to assist families after death; to help them and their children understand their grief and provide contact details of some local support organisations.

The booklets and leaflets will support conversations held with families around the time of and after death, recognising that the shock or distress that follows death can make it difficult for them to retain information. They will also help staff understand the processes around death, which will be useful when supporting bereaved people or in the event of a personal bereavement.

All the booklets and translations are available for staff to download from the Bereavement Support Literature section of the Bereavement Service site on the Trust Hub A to Z. Or contact Heather Russell at [heather.russell@belfasttrust.hscni.net](mailto:heather.russell@belfasttrust.hscni.net) to obtain copies of the English version of these booklets.





## Welcoming Hands 'Art Fest'

Communities and individuals from different backgrounds from across Belfast came together at an inclusive 'Art Fest' to create impressive pieces of Art using their own hands and their own native language to create a colourful welcome message.



The Art, which will be officially unveiled in June

2015 and will be permanently displayed at each of the Trust Wellbeing and Treatment Centres, is aimed at ensuring that everyone attending the centres irrespective of race or religion will be greeted with a warm welcome in a language or symbol that they will recognise. The initiative is part of the Trust Good Relations Strategy which demonstrates

the Trust's commitment to providing an environment where Health and Social Care is provided in a safe and welcoming environment. The Trust will ensure that users and staff experience equality of opportunity in accessing Trust facilities, services and employment irrespective of race, religion or political opinion.





The Trust held a number of Focus Groups at each of its Wellbeing and Treatment Centres to provide local communities with the opportunity to tell the Trust what they think of the centres and how the Trust could make Centres more welcoming for everyone to improve equality of access to services and reduce health inequalities. During the focus groups there was a strong representation that art could be used as a focus to express the diversity of service users and welcome them in a language or symbol unique to them.

Each of the groups and individuals that attended the focus groups will receive a report on the issues and ideas discussed at the Focus groups and actions that will be implemented as a result.

The finished pieces of art will be displayed at each of the Wellbeing and Treatment Centres.





## Team of the Year

Pictured (Right to Left): Catherine Doherty, Kathleen Mulholland, Ciara Mulhern, Mary Quinn

The Northern Ireland New Entrant Service (NINES) based in the Trust at the Maureen Sheehan Centre, have been awarded the Community Practitioner Team of the Year at the recent Community Practitioner Health Visiting Association (CPHVA) Awards 2015.

The NINES project was set up in 2012 to provide a regional, holistic service to support the health and social well-being of new immigrants, asylum seekers and refugees entering Northern Ireland. Since its introduction the team have provided outstanding care for Black, Minority, Ethnic and asylum seeking groups and this has allowed for the expansion and enhancement of existing TB screening services within Belfast Trust including:

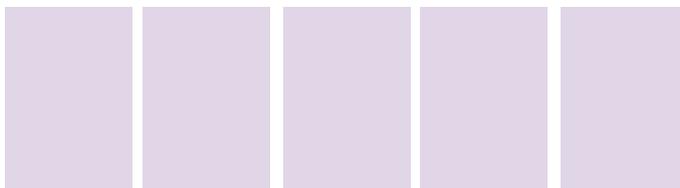
- A comprehensive health assessment
- Health promotion
- Immunisations services and
- Screening for communicable diseases.

A client held passport has been developed and translated into 5 languages to enhance communication between primary and secondary care. Direct referrals have been established by NINES for clients to attend GUM/Hepatology.

Referral pathways for respiratory clinics have been established allowing the fast tracking of NINES clients for chest x-ray to help in the early detection of TB.

The award recognises the hard work and dedication of the staff team and the need for a unique service that seeks to improve the health and well-being of vulnerable clients groups.





## Access and communication enhanced with multilingual check-in booths at the Cancer Centre

Check in booths in a variety of languages are now available at the Cancer Centre at Belfast City Hospital. This facilitates a much more streamline check in service for those outpatients who are not proficient in English .

Inpatients can now choose from eight of the most popular languages to let reception staff and consultants know they have arrived for their appointment.

Once checked in, patients receive a numbered ticket and are directed to the appropriate waiting area for their clinic. Clinical and admin staff can view the system on their PC to see when a patient has arrived, and call the patient to a clinical room for their appointment from the PC. Patients see when they are being called via wall mounted screens, their names can also be called out.

As well as improving access to services the booths have a number of advantages. They can reduce queues at reception and enable patients to update their information if required. The waiting times for each clinic can be shown on the screen. The patient flow can be built into the system so that the patient is directed to the correct waiting area, or other department or investigation etc. before being seen at the clinic. Clinicians can see when a patient has arrived on their PC and can use the system to call the patient to their room, without having to go the waiting area. The patient's attendance is automatically recorded on PAS when they check into the booth. Information on the number of clinics running, the Consultant name and the waiting time for each clinic are displayed on the screens in the reception area.

The languages on the screen can be changed in accordance with the most popular languages used at the hospital.





# Promoting Good Relations through staff training



The growing diversity of the population of Northern Ireland and Trust staff, highlights the need to ensure that the religious, cultural and spiritual needs of service users and staff are respected and valued. It is therefore important that Trust staff has access to a range of training to improve their skills and knowledge in the areas of equality, good relations, cultural diversity and human rights.

This year the trust has expanded its diversity training programme which is available to staff via a range of methods. Staff can attend face-to-face training or if more suitable they can access E-learning training on line. All staff attend Mandatory Equality, Good Relations and Human Rights training. A series of evening sessions are currently being piloted to help facilitate staff attendance. A new training programme which incorporates, diversity, good relations, racism, sectarianism and the impact of migration for health and social care is currently being developed to be launched in the Autumn. Training available to staff includes:

- Implication of diversity for Health & Social Care
- Human Rights
- Cultural Diversity
- Traveller Awareness
- Migrant Awareness
- Mandatory Equality, Good Relations and Human Rights training for Managers
- Roma Cultural Awareness.

For further information please contact Kari McAlorum, Employment Equality & Improving Working Lives Team, Human Resources Directorate on 028 9504 8676 or by email [kari.mcalorum@belfasttrust.hscni.net](mailto:kari.mcalorum@belfasttrust.hscni.net)

Comments, ideas or suggestions – We would like to hear from you!  
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If you require this document in alternative formats and/or minority languages please contact: Equality manager: Veronica McEneaney ([veronica.mceneaney@belfasttrust.hscni.net](mailto:veronica.mceneaney@belfasttrust.hscni.net)) or Phone: 028 9063 7406.

