

# Cultural Awareness Training Guide 2023

## Introduction

This training resource was co-designed with communities and Primary Care teams from Barton Hill and Lawrence Hill in central Bristol, using NHS England Inequalities Funding. It was developed in response to cultural misunderstanding being raised as a common barrier to people from minority ethnic communities when accessing health and care services. This, in turn, contributes to a lack of trust in health and care services.

### Who and what is the training for?

The training is aimed at people from organisations that deliver health and care services within diverse communities. It aims to help people consider the lived experience of those within communities they serve to overcome common cultural misunderstandings and help build trust.

### Why is it important?

If someone's interaction with health and care services feels unsupportive it may impact their ability to access the care they need. This can contribute to health inequalities and adversely affect people's health outcomes.

### What format does the training take?

Please allow 45-60 minutes. The training is a 20-minute online video divided into five themed sections with pauses for reflection. These are: assumptions, individuals and stereotyping, flexibility and support, communications, and the use of interpreters.

### How should we use it?

After each section you will be prompted to pause the film and reflect. These pauses are crucial to embedding the learning. The training can be done alone; however, to get the most from the resource it should be undertaken with your team.

### What should we do next?

This training should be used as the start of an ongoing conversation. In future, you could invite local people to share their experiences good or bad, run a local survey, explore best practice in teams and contact local community groups.

### What are the benefits?

By actively listening and working with communities, we can better understand and address some of the fundamental barriers to improved health experiences and outcomes. We can also learn more about the needs of health and care staff in this context and how we can better support each other to grow in confidence and trust.

## Where can I find the training video?

Click below or paste this link into your browser:

<https://youtu.be/n6CGv3oE8Mc>

## Questions or feedback

Email: [bnssg.communications@nhs.net](mailto:bnssg.communications@nhs.net)

