



# Discrimination & racism in primary care



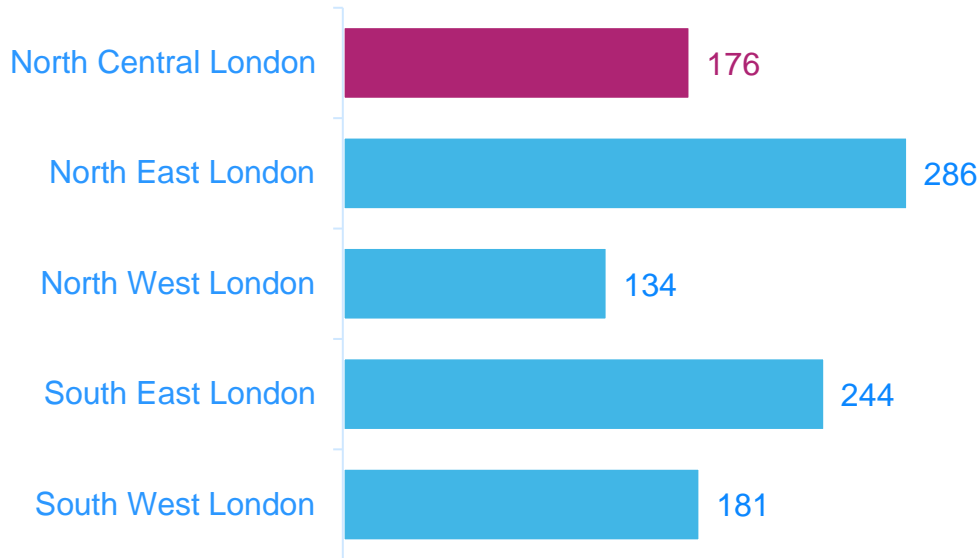
## Experiences of primary care staff working in North Central London

# Pioneering pan-London survey

- All NHS staff deserve to work in an environment that is safe, welcoming and free of discrimination.
- In November/December 2021 all primary care staff in London were invited to complete a short anonymous online survey to say whether or not they had experienced discrimination at work over the past 12 months.
- The survey was advertised in meetings, newsletters, social media, mailing lists and through HEE, NHSEI, Primary Care School, LMC, LPC, LDC, ICSs, PCNs, Training Hubs, EDI leads, PM Fora and networks.
- **This document sets out the feedback from North Central London.**

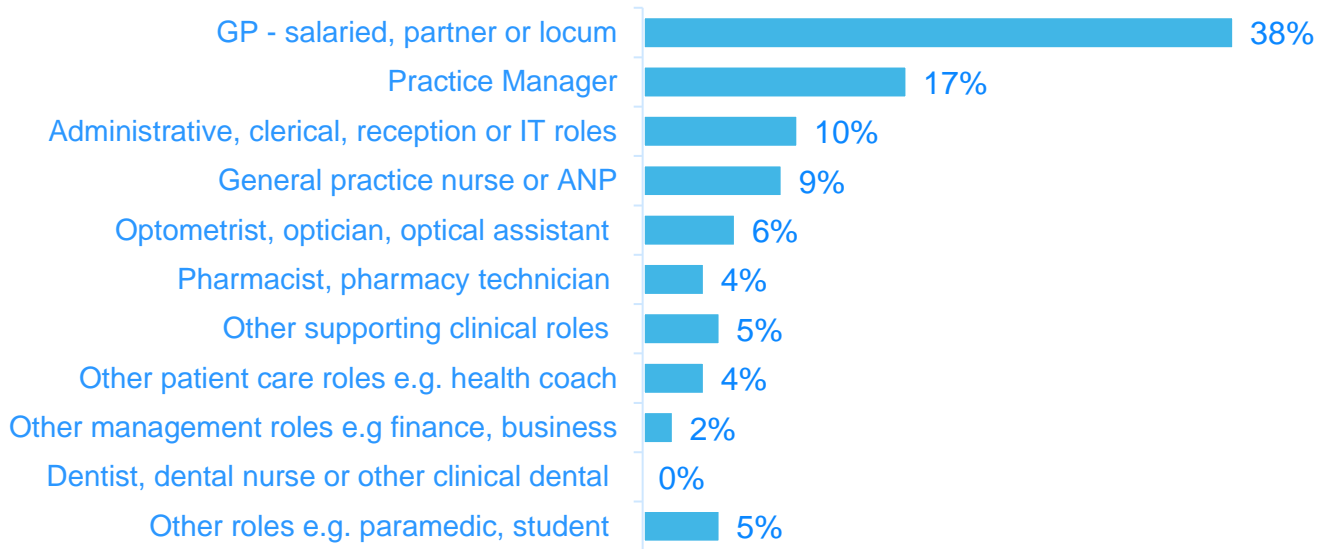
# Who shared their experiences?

- 1025 primary care team members from across London took part.
- 176 people worked in North Central London.



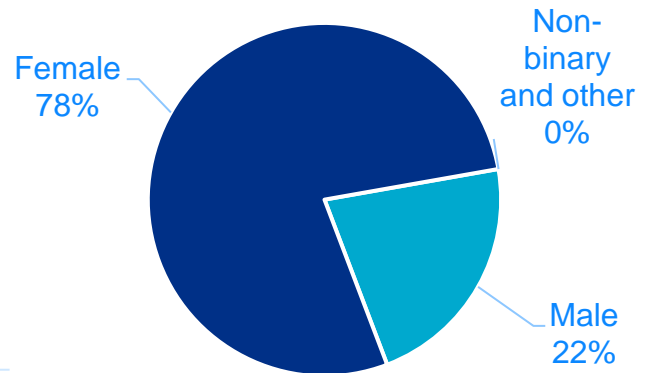
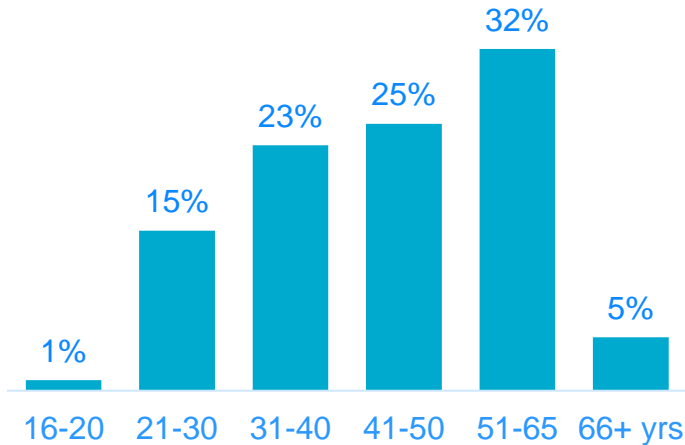
# Who shared their experiences?

The roles of the 176 people responding from North Central London are below. This represents about 5% of the primary care workforce in North Central London.

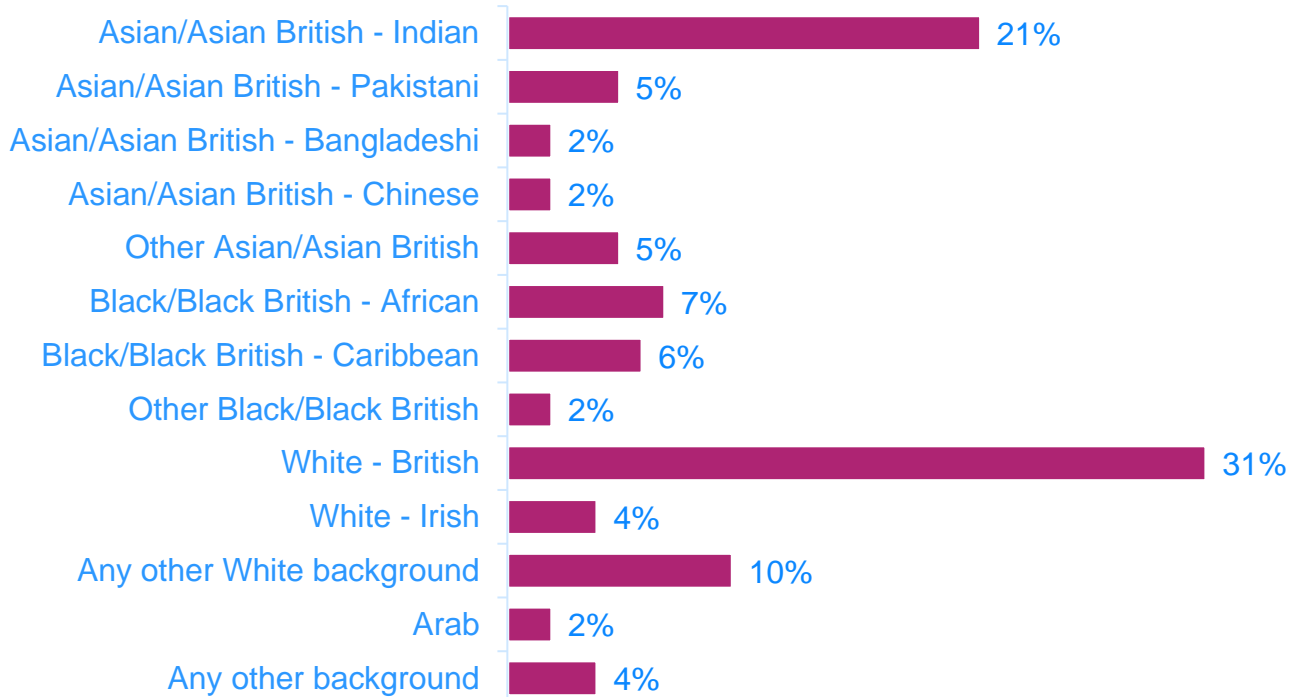


# Who shared their experiences?

The age, gender and ethnicity profile of the 176 people who took part in North Central London was broadly representative of the primary care workforce in the area.

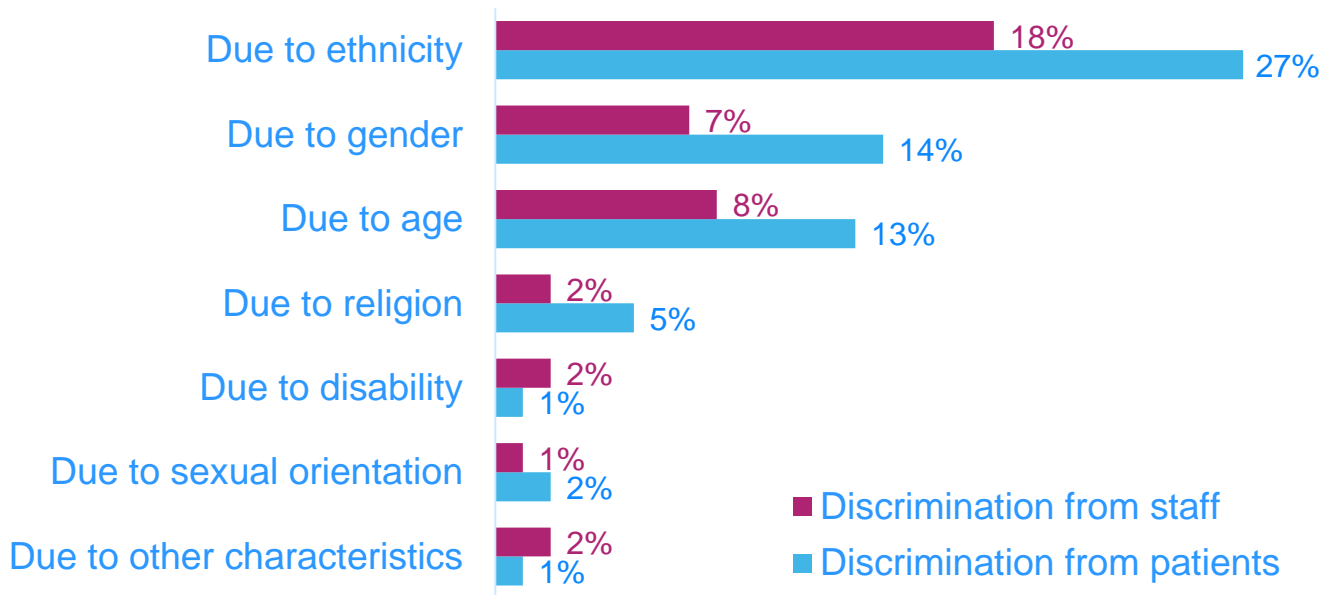


# Who shared their experiences?



# Discrimination and harassment

Below are the proportions who said they had experienced discrimination or harassment due to their personal characteristics at work in the past 12 months. 49% said they experienced some type of discrimination.



# Perceived racial discrimination

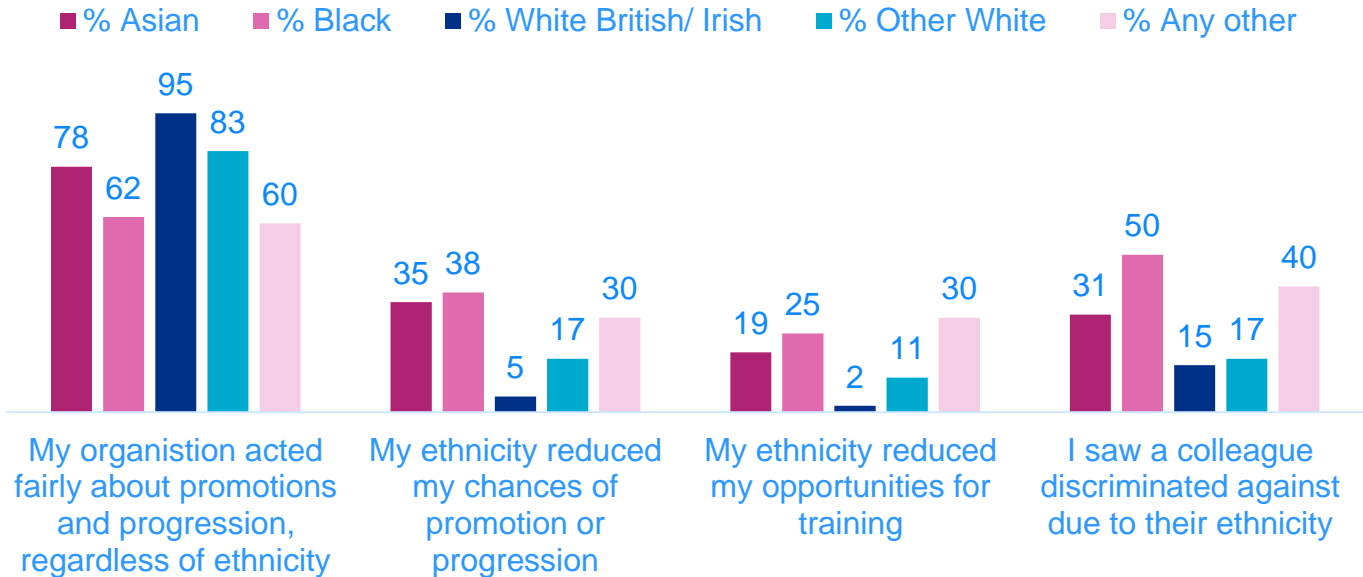
Below are the proportions of people from different ethnic backgrounds who said they had personally experienced racial discrimination or harassment in the last 12 months.

Ethnic background	Discriminated against by patients	Discriminated against by staff
<b>Total, all ethnic groups</b>	<b>27%</b>	<b>18%</b>
Asian or Asian British	42%	24%
Black or Black British	50%	46%
White British or Irish	3%	2%
Any other White background	11%	6%
Any other background	60%	40%



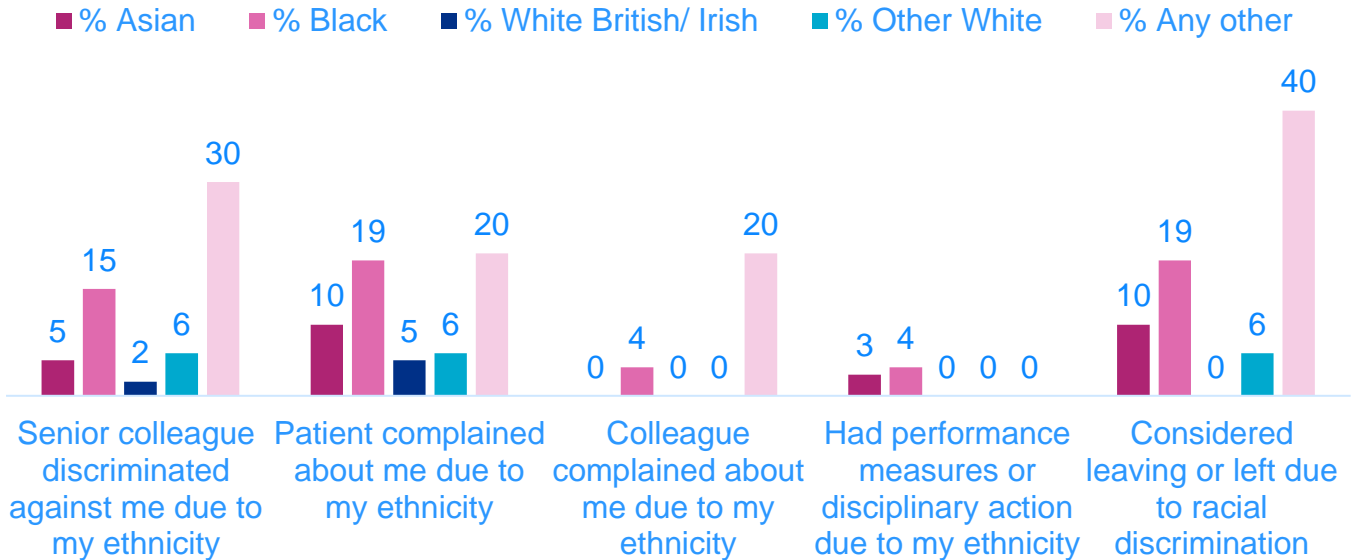
# Racial discrimination - past year

People from minority ethnic backgrounds were more likely to feel their ethnicity had reduced their career progression and training opportunities in the past year.



# Racial discrimination – past year

People from minority ethnic backgrounds were more likely to say that they considered leaving their role due to racial discrimination in the past year.



# Impacts of racial discrimination

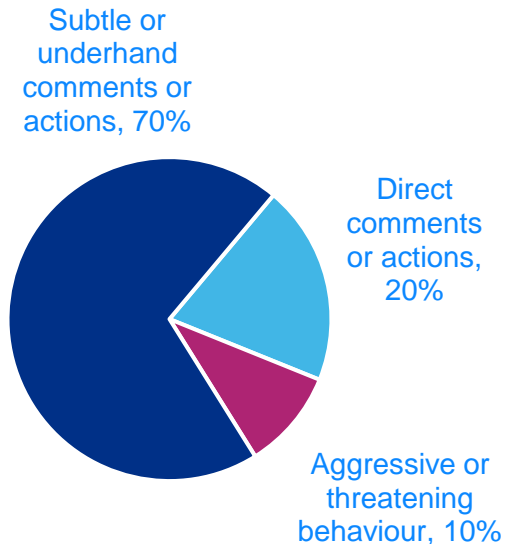
60 people shared a recent experience of perceived discrimination or harassment based on their ethnic background. Most said that the most recent instance involved subtle or underhanded comments or actions.

Examples of perceived discrimination included:

- racial slurs / stereotyping
- being undermined or put down
- not being listened to, treated with respect or promoted
- patients wanting to see someone else

People said this led them to:

- feel undervalued, unsupported, demoralised
- have significant mental health concerns
- leave the job or go on sick leave



# Examples of discrimination

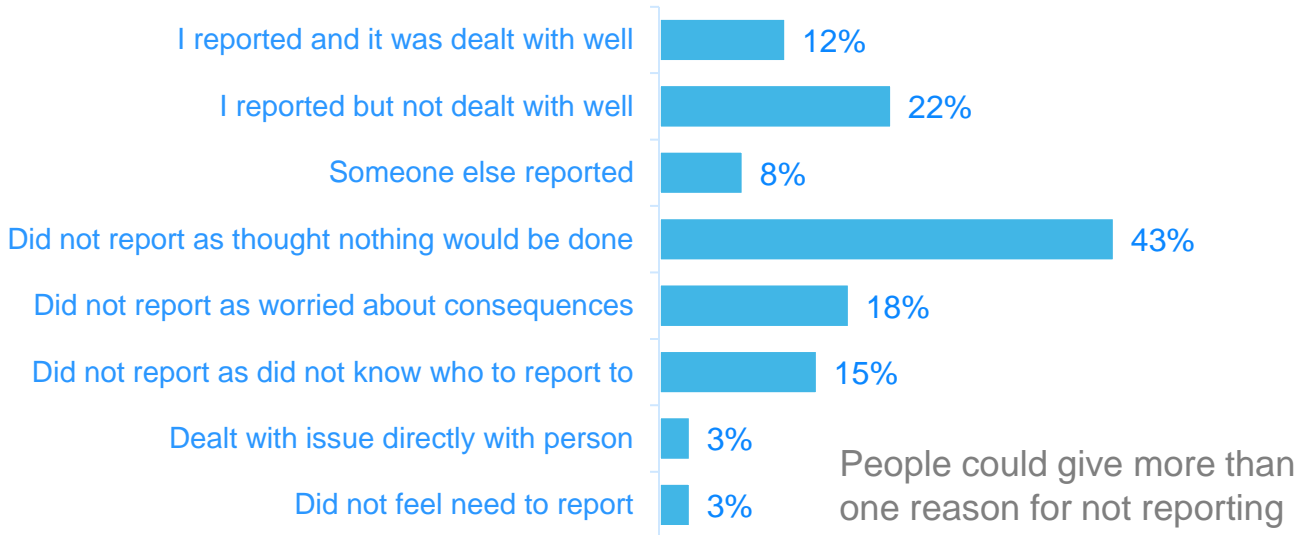
“My employers bullied me and made **sexist and racist comments** to me and other members of staff from the same mixed background as myself. They commented on my religion and would say I’m going to hell because I don’t believe what they believe. They failed my probation with no valid reason.”

“One of our receptionists was called a n\*\*ger by a patient and I witnessed this patient assault other receptionists by throwing something at them and shouting. I was distressed by this incident but more deeply distressed by what I perceived as a **lack of leadership and action taken** by my practice. The junior practice manager arranged removal of the patient, however not a single partner spoke to myself or any of the receptionists involved.”

“I am regularly told by patients that there are too many Indians in the NHS, other people don’t have a job since ‘your lot’ arrived and all opticians are ‘Pakis’ now. **Colleagues stand by** and say nothing.”

# Reporting racial discrimination

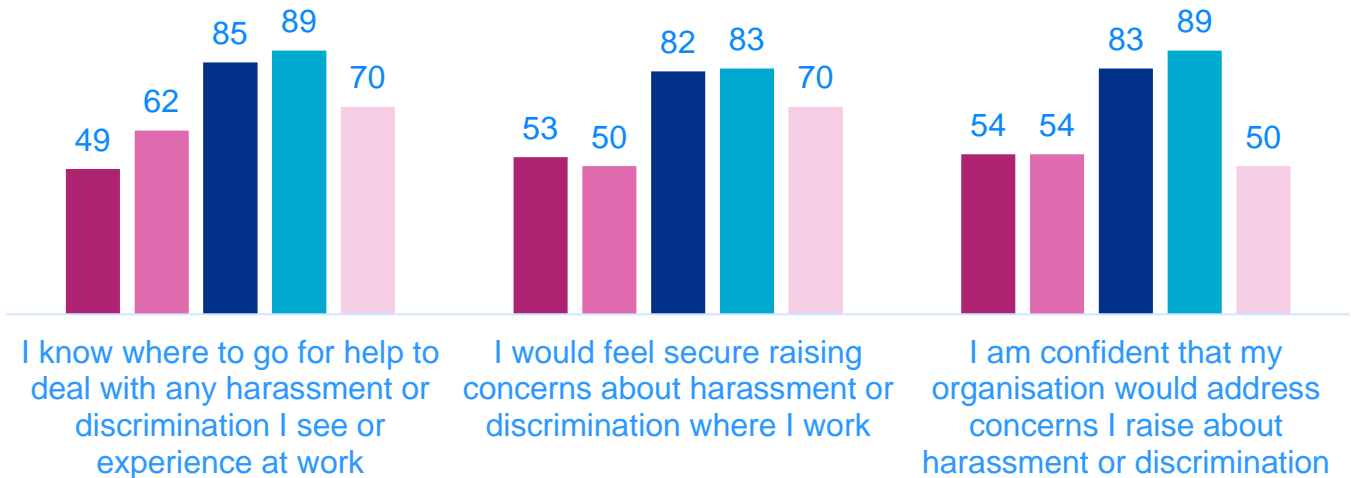
- Of the 60 people who described their experiences of racial discrimination, 42% said they or someone else reported the most recent incident.
- Only 1 in 10 said they reported it and it was dealt with well.



# Do people know what to do?

Regardless of whether they experienced discrimination, we asked if people knew where to get help with ANY harassment or discrimination at work. Many said they knew where to go for help, but people from minority ethnic backgrounds were least likely to feel confident that anything would be done.

■ % Asian   ■ % Black   ■ % White British/ Irish   ■ % Other White   ■ % Any other



# What are the top priorities?

47 people suggested practical things to tackle racial discrimination or harassment (regardless of whether they had experienced any):

- **Training** about diversity and unconscious bias for all staff (32%) and helping people feel confident to raise and deal with issues (13%)
- **Recruiting** diverse people to (senior) roles and setting diversity targets (28%)
- **Independent body** to investigate and support, including advice helpline and anonymous reporting (17%)
- **Zero tolerance campaign**, informing patients about what is unacceptable and making it easy to remove patients from the register (13%)
- **Safe spaces** to discuss and report issues, including meetings, website forum and regular surveys like this (13%)
- **Standardised policy** and protocols for responding (6%) and more promotion of the process for reporting and getting support (4%)

# What are the top priorities?

“People need to be **held accountable** for their actions. People want to report the behaviour of senior staff but are too scared to do so out of fear we will lose our job. There is a very strong racial bias and racist undertone especially in senior management. It is very alarming and concerning. There needs to be more support.”

“At GP practices there is no transparency on how staff are treated and why they leave. The GP partners have ultimate control and as such the culture becomes very tight knit. They will not address behaviours from individual partners even when this is quite clearly discriminatory. We need **independent help.**”

“**Raise awareness** it is not just people of colour who experience racism. Being White non-British is like having a hidden disability. No one is willing to acknowledge the racism that occurs.”



# What have we learnt?

- 49% of people responding from North Central London said they experienced **some type of discrimination** or harassment due to their personal characteristics at work last year.
- 27% said they experienced **racial harassment** or discrimination from patients and 18% from colleagues or managers.
- 42% of recent instances of racial discrimination were reported, but most said the issue was not dealt with well.
- Asian and Black people were more likely than others to say they had experienced racial discrimination, but were less likely to know where to get help and less likely to feel confident about raising issues.
- The most common suggestions to help address racism at work were training for all team members, recruiting a more diverse range of people to leadership positions, and an independent group to give advice and investigate.