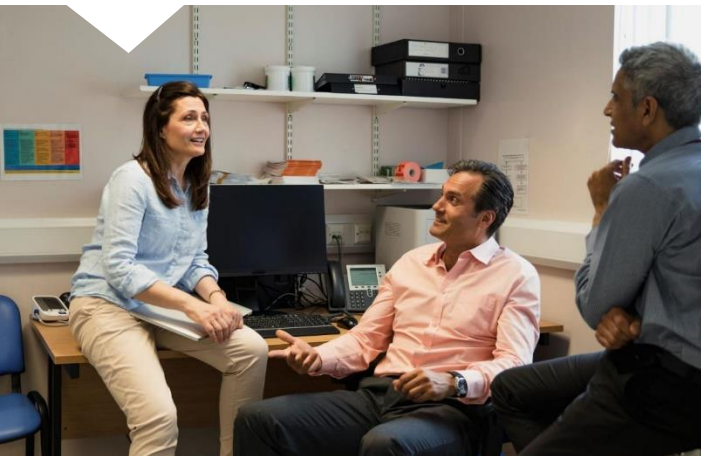




# Discrimination & racism in primary care



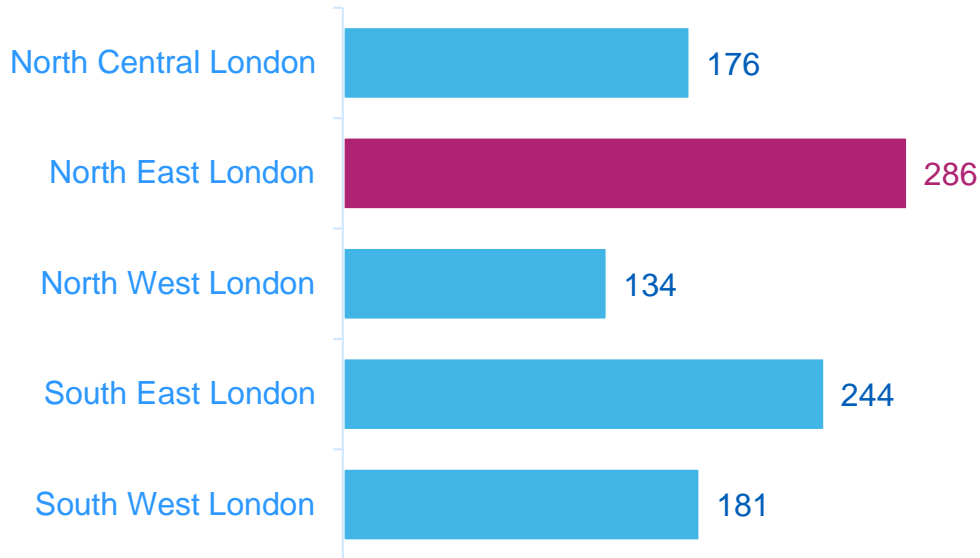
## Experiences of primary care staff working in North East London

# 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 East London.**

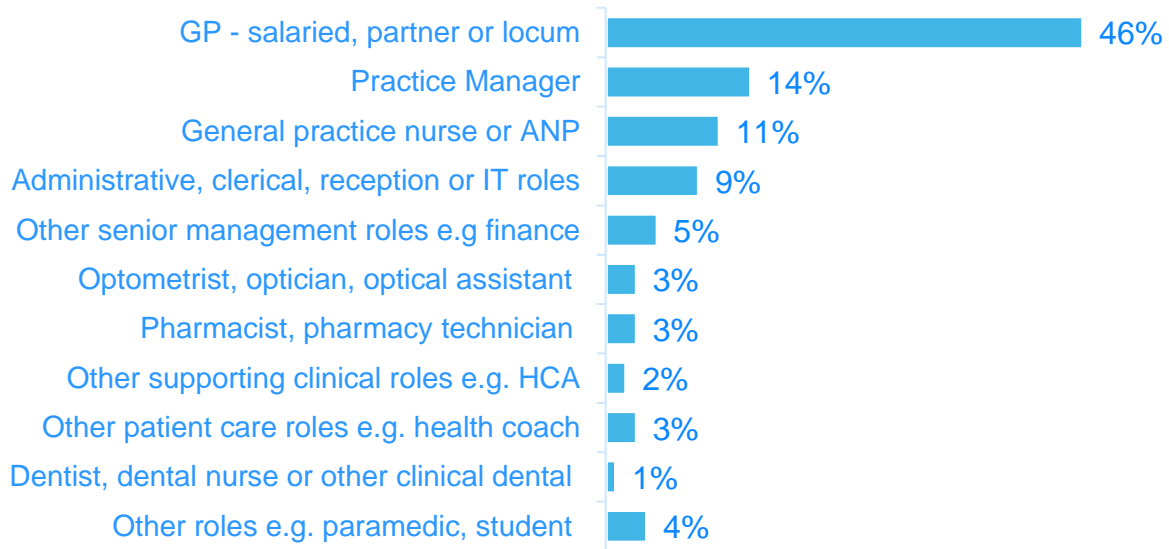
# Who shared their experiences?

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



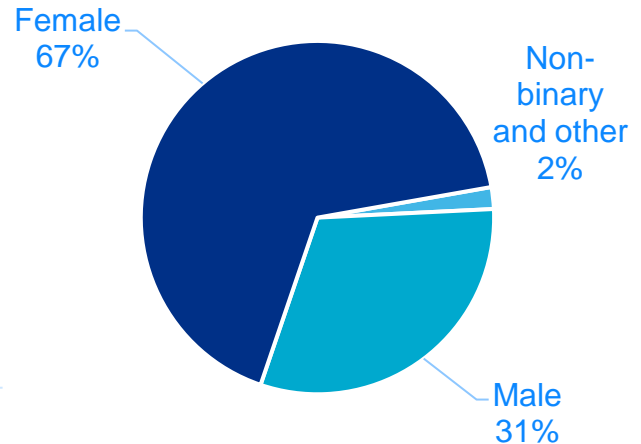
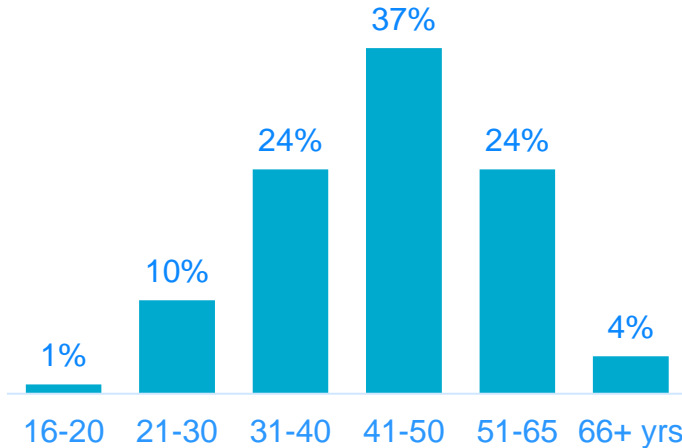
# Who shared their experiences?

The roles of the 286 people responding from North East London are below. This represents about 6% of the primary care workforce in North East London.

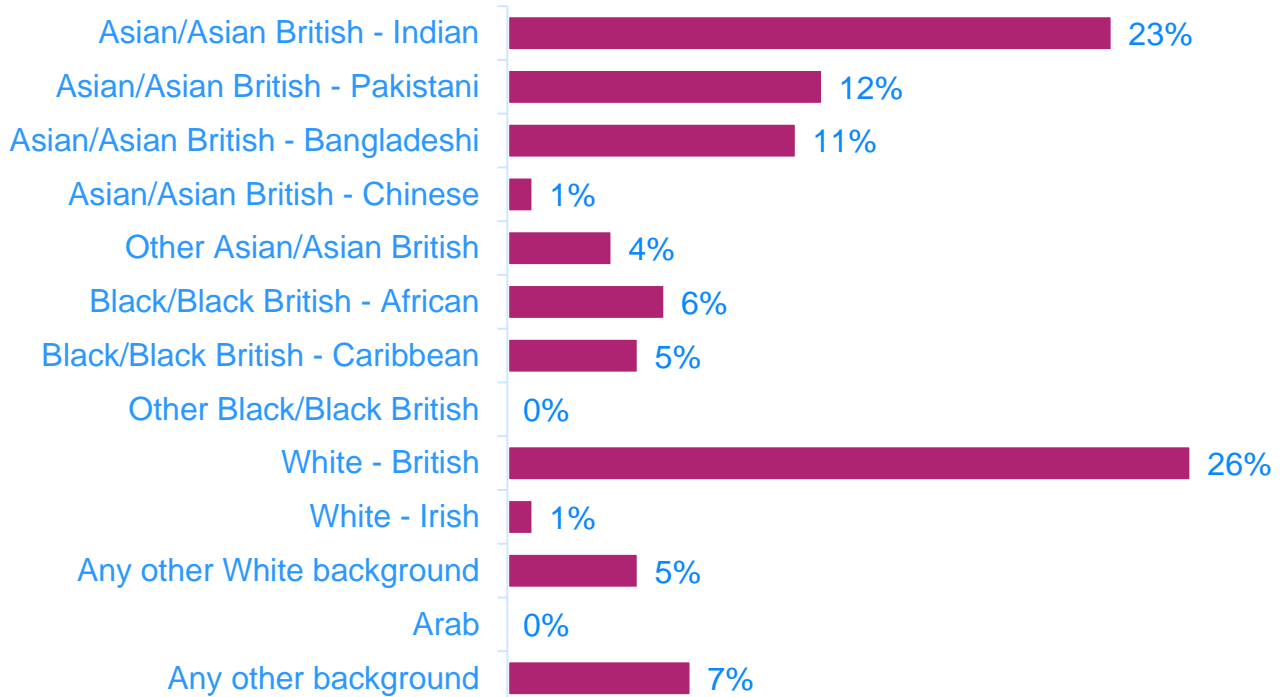


# Who shared their experiences?

The age, gender and ethnicity profile of the 286 people who took part in North East London was broadly representative of the primary care workforce in the area.

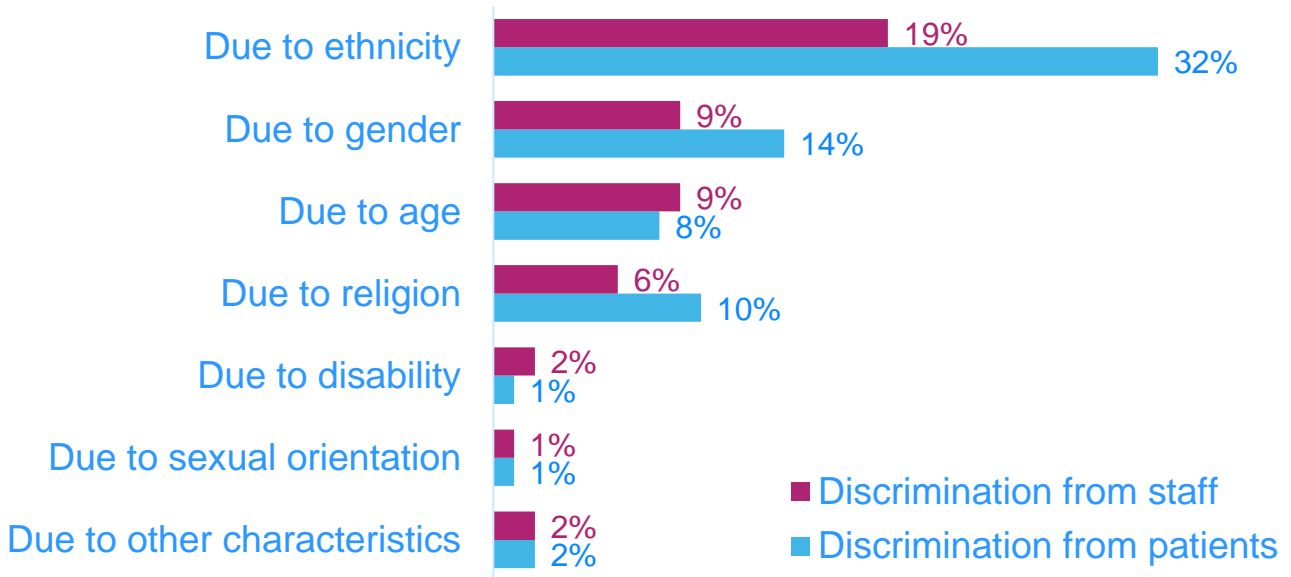


# Who shared their experiences?



# Discrimination and harassment

Below are the proportions who said they had experienced discrimination or harassment in their primary care work due to their personal characteristics in the past 12 months. 52% 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 at work in the last 12 months.

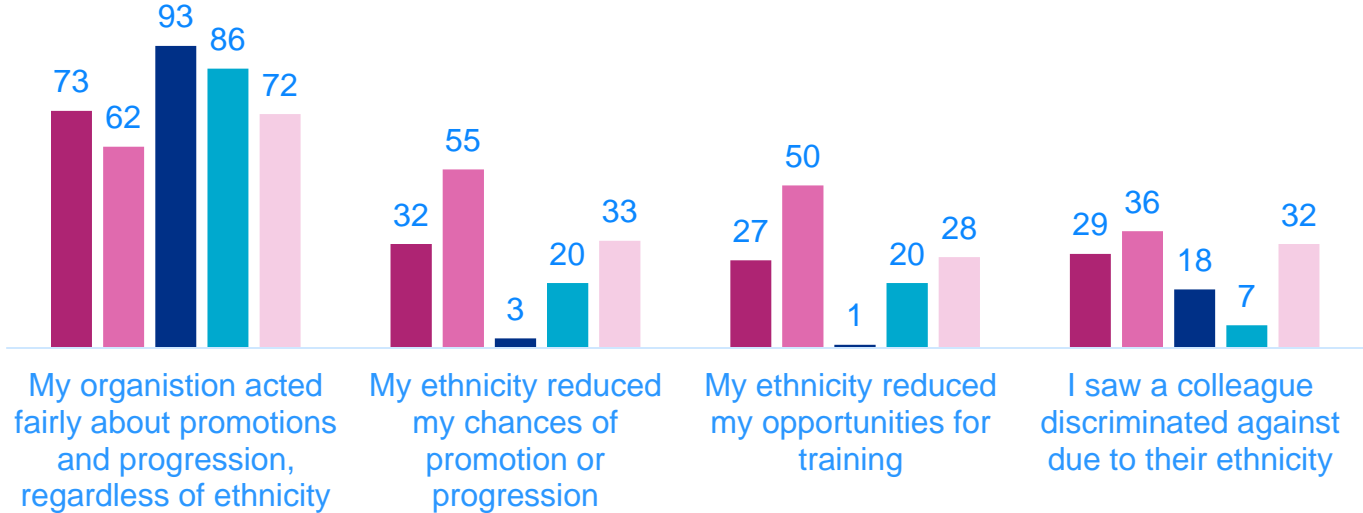
Ethnic background	Discriminated against by patients	Discriminated against by staff
<b>Total, all ethnic groups</b>	<b>32%</b>	<b>19%</b>
Asian or Asian British	42%	24%
Black or Black British	52%	29%
White British or Irish	4%	4%
Any other White background	29%	14%
Any other background	42%	21%



# Racial discrimination - past year

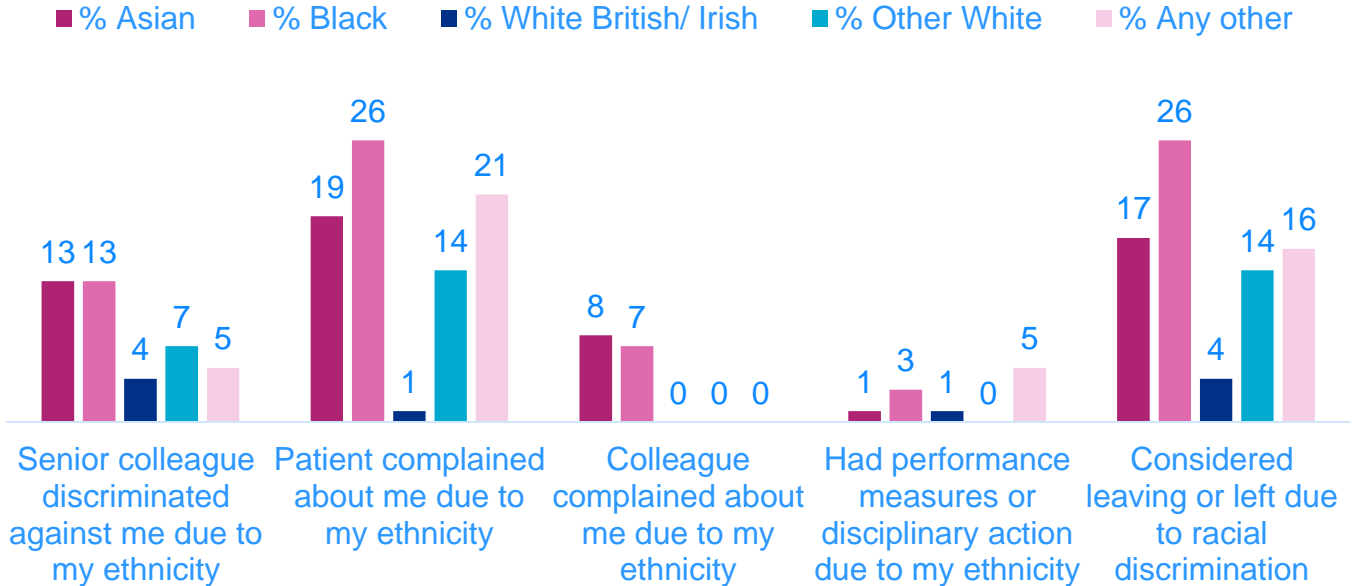
People from minority ethnic backgrounds were more likely to feel their ethnicity had reduced their career progression and training opportunities in the past year.

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



# 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

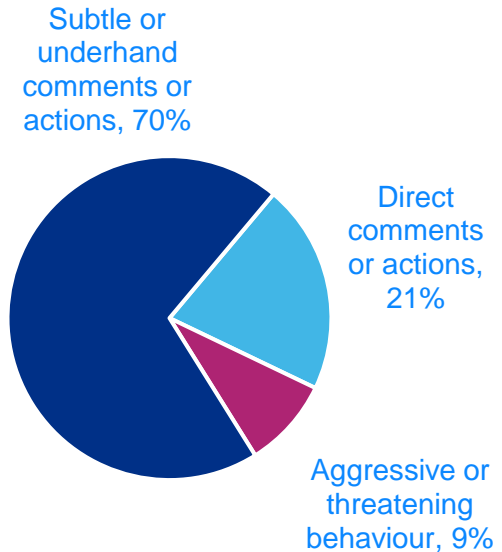
127 people shared a recent experience of perceived discrimination or harassment based on their ethnic background. Most said that the most recent instance involved subtle or underhanded comments or actions.

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

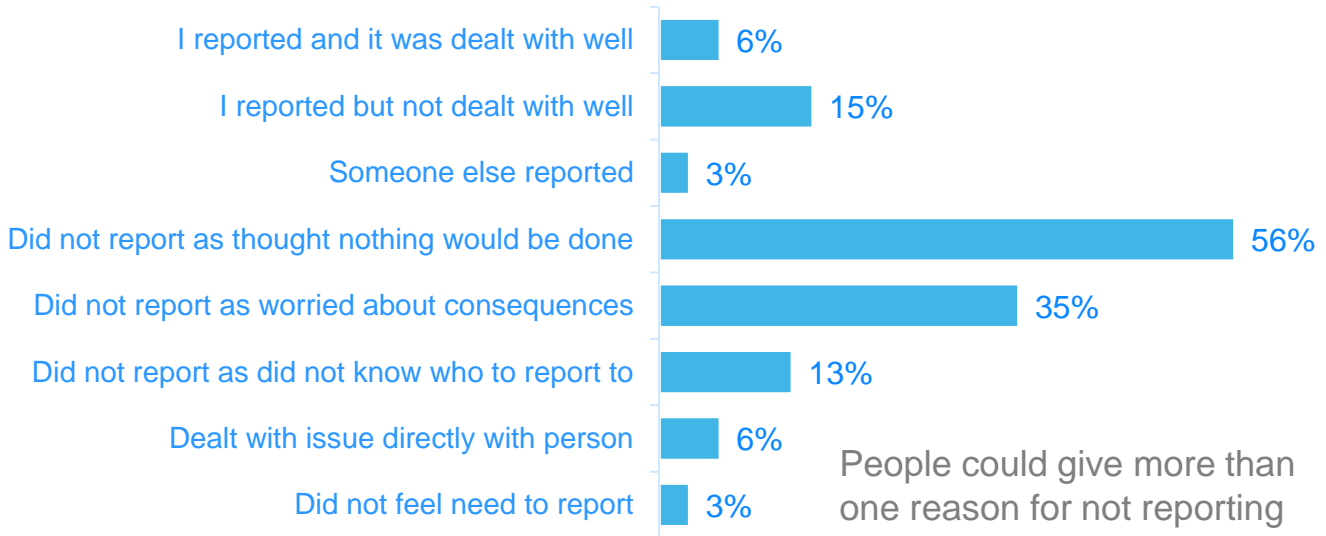
“Hardly any BAME staff in certain roles and at higher levels despite people trying. I feel less confident in speaking at meetings as fear I would say something that will prove to people that they are right in saying I am not good enough. I am **constantly in fear** that I will be let go because they will find someone better. I feel unsupported and cannot ask for help in fear of being seen as useless.”

“My boss treated me badly and got rid of me and replaced me with newly qualified nurses due to my religious and ethnic background. I approached the lead nurse but did not allow me to discuss. Treated me differently. So I changed my role and **left the job**. Boss is the king and has no one to challenge him about his work and attitude.”

“When reporting very direct racism towards me was told leave it be because I am White, **no one would believe me** and I would lose. There was video!”

# Reporting racial discrimination

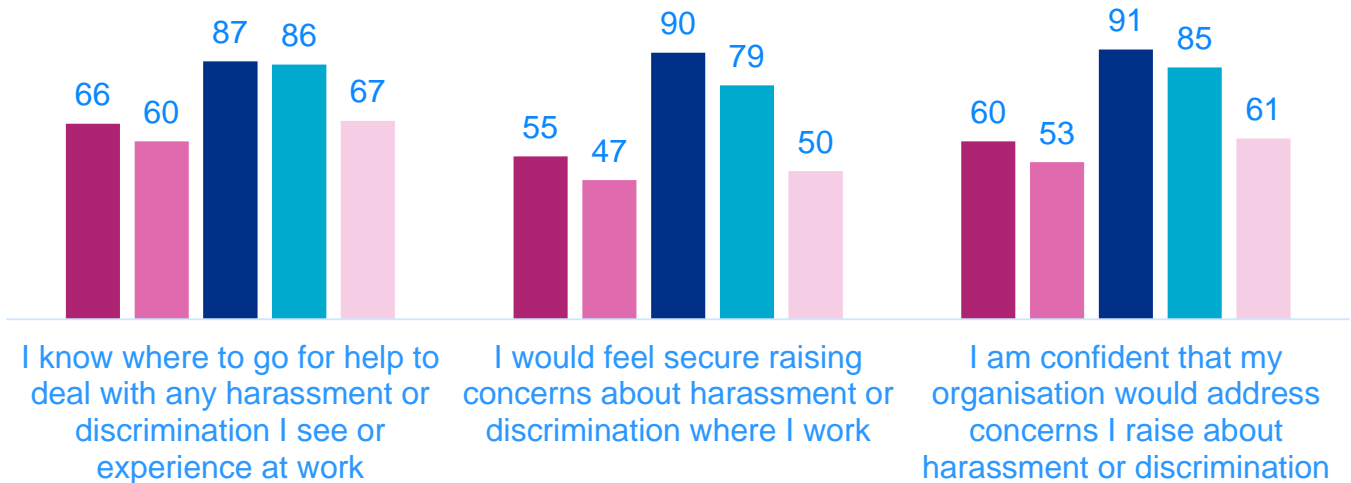
- Of the 127 people who described their experiences of racial discrimination, 1 in 4 said they or someone else reported the most recent incident.
- About 1 in 18 said they reported it and it was dealt with well.



# 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?

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

- **Training** for all staff about diversity and unconscious bias (37%) and helping people feel confident to raise and deal with issues (10%)
- **Safe spaces** to discuss and report issues, including meetings, website forum and regular surveys like this (22%)
- **Independent body** to investigate and support, including advice helpline and anonymous reporting (22%)
- **Zero tolerance campaign**, informing patients about what is unacceptable and making it easy to remove patients from the register (21%)
- **Recruiting** diverse people to (senior) roles and setting diversity targets (15%)
- **Standardised policy** and protocols for responding (3%) and more promotion of the process for reporting and getting support (7%)

# What are the top priorities?

“There needs to be **unconscious bias training**. Ethnic colleagues with decades of experience passed over for promotion in the wider NHS management vs newly qualified White locums promoted instantly to leadership positions.”

“Having an **external support officer** to talk to, as it could be difficult reporting on those in authority, particularly if they the ones to whom you are supposed to talk about discrimination with. It can also be difficult to get an objective perspective if you are required to speak to somebody within the team who is already involved in the dynamic.”

“Think about ways to be **inclusive**. Those who come from a Muslim background are often at a disadvantage due to an inability to join informal team events like drinks after work so they miss out on important team-bonding as a result.”



# What have we learnt?

- 52% of people responding from North East London said they had experienced **some type of discrimination** or harassment due to their personal characteristics at work last year.
- 32% said they experienced **racial harassment** or discrimination from patients and 19% from colleagues or managers.
- 24% of recent instances of racial discrimination were reported, but only 6% said they reported it and the issue was 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, safe spaces to discuss experiences and raise issues, and an independent group to give advice and investigate.