



Discrimination & racism in primary care



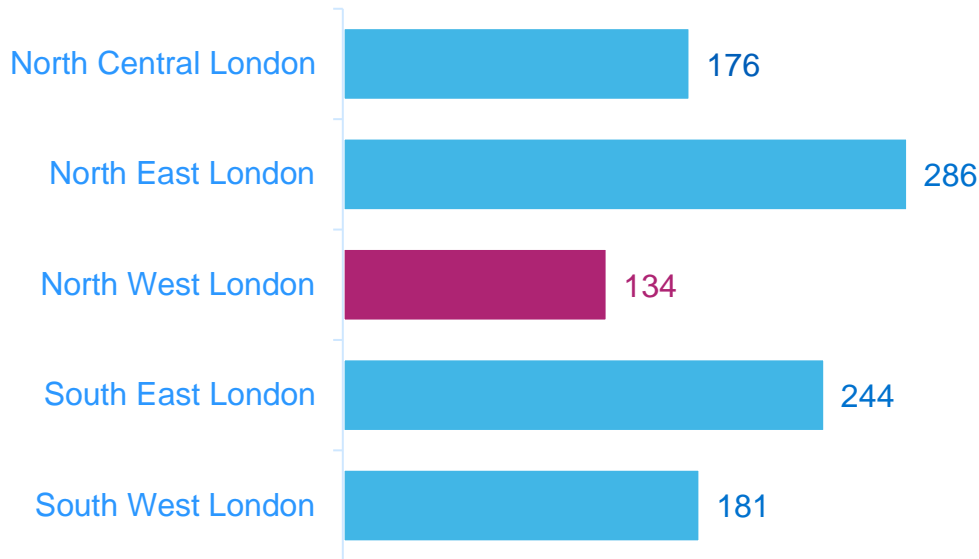
Experiences of primary care staff working in North West London

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 West London.**

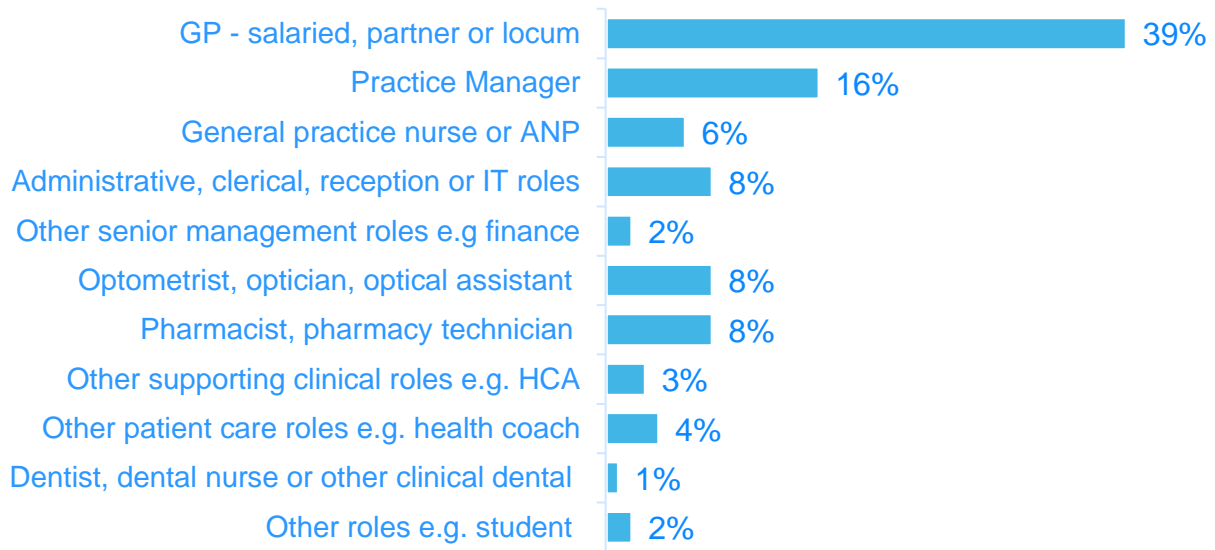
Who shared their experiences?

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



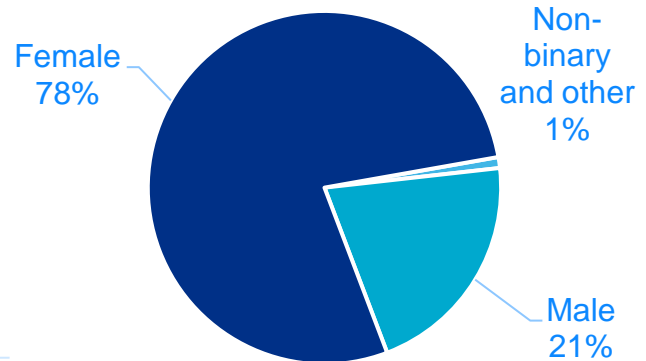
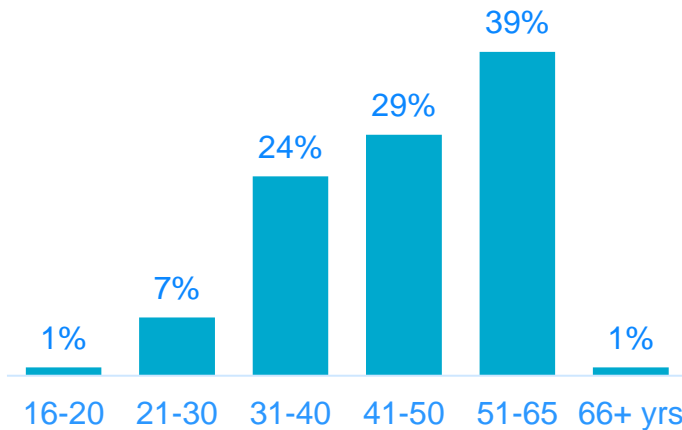
Who shared their experiences?

The roles of the 134 people responding from North West London are below. This represents about 3% of the primary care workforce in North West London.

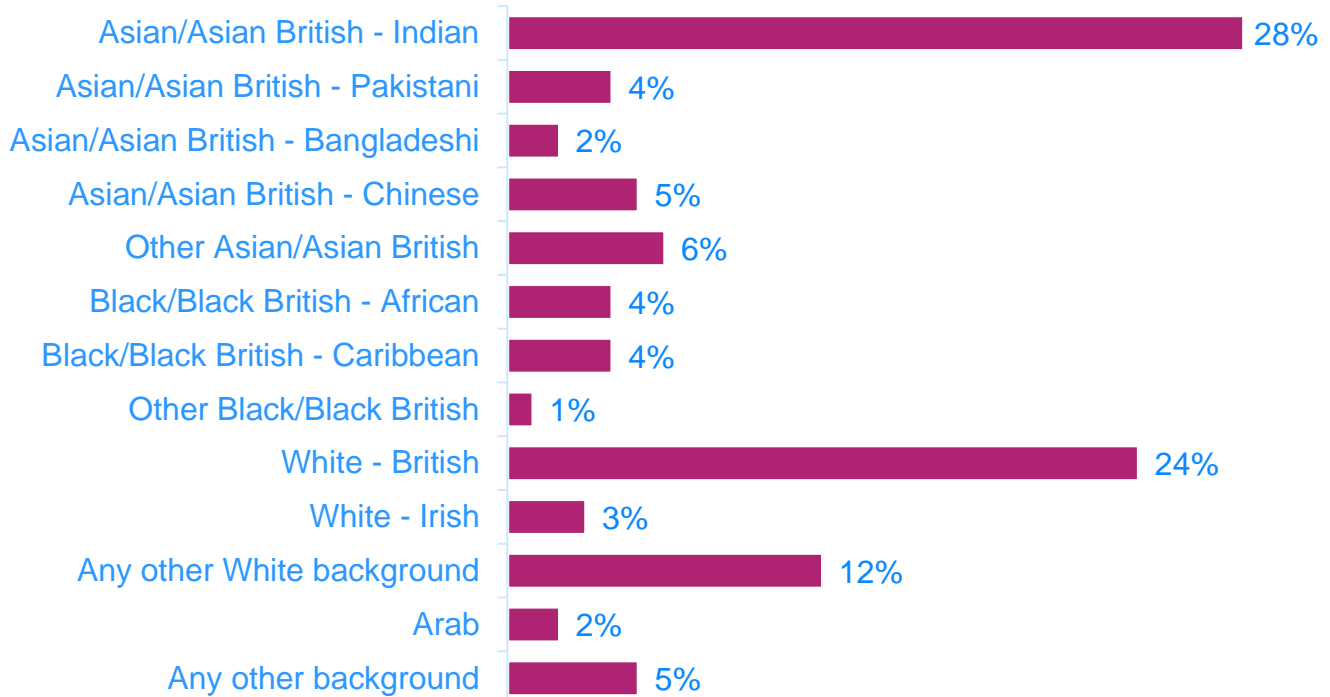


Who shared their experiences?

The age, gender and ethnicity profile of the 134 people who took part in North West London was broadly representative of the primary care workforce in the area.

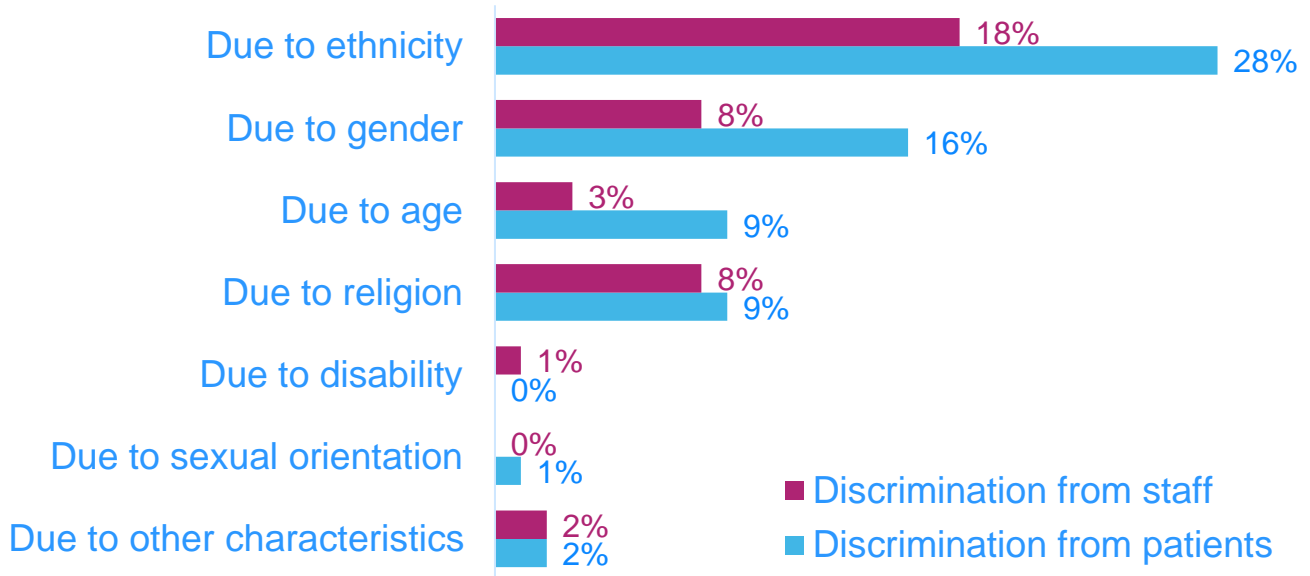


Who shared their experiences?



Discrimination and harassment

Below are the proportions who said they had experienced discrimination or harassment due to their personal characteristics in their primary care work in the past 12 months. 53% said they experienced some type of discrimination.



Perceived racial discrimination

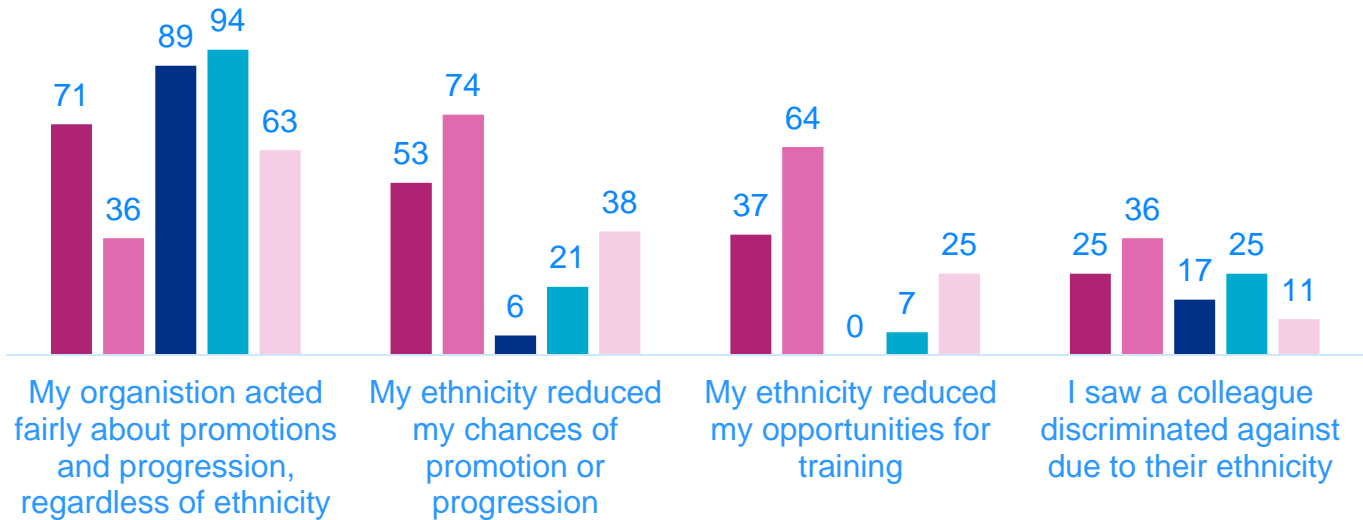
Below are the proportions of people from different ethnic backgrounds who said they had personally experienced racial discrimination or harassment at work in the last 12 months.

Ethnic background	Discriminated against by patients	Discriminated against by staff
Total, all ethnic groups	28%	18%
Asian or Asian British	39%	19%
Black or Black British	73%	73%
White British or Irish	8%	6%
Any other White background	6%	13%
Any other background	33%	11%

Racial discrimination - past year

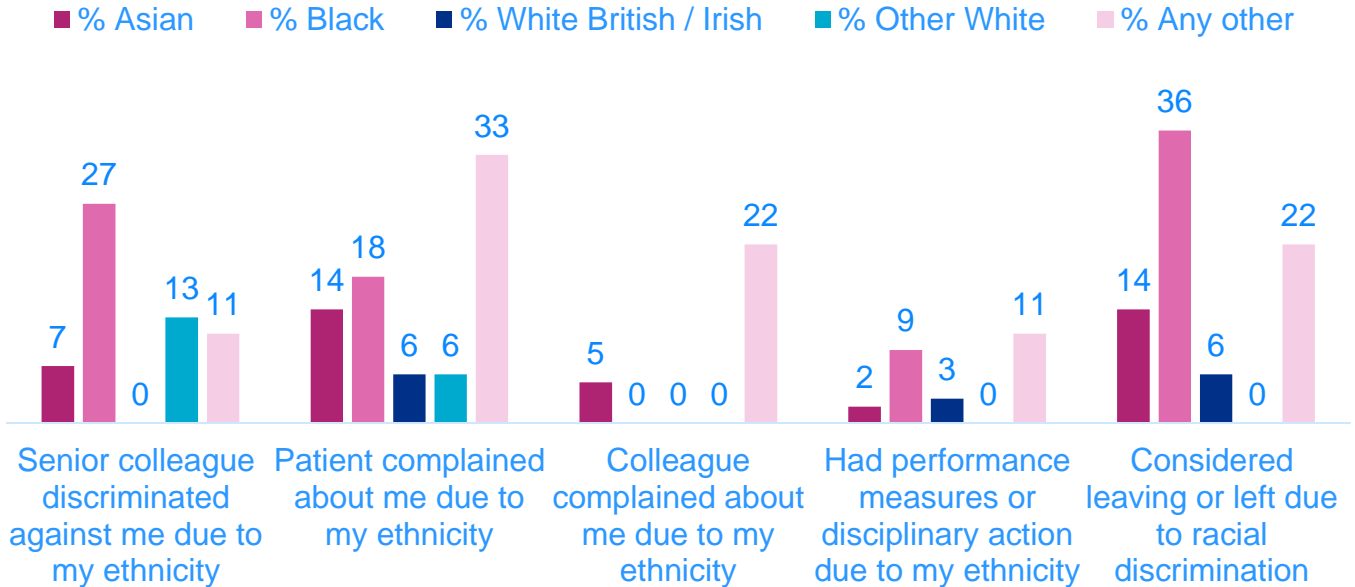
People from minority ethnic backgrounds were more likely to feel their ethnicity had reduced their career progression and training opportunities in the past year.

■ % 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

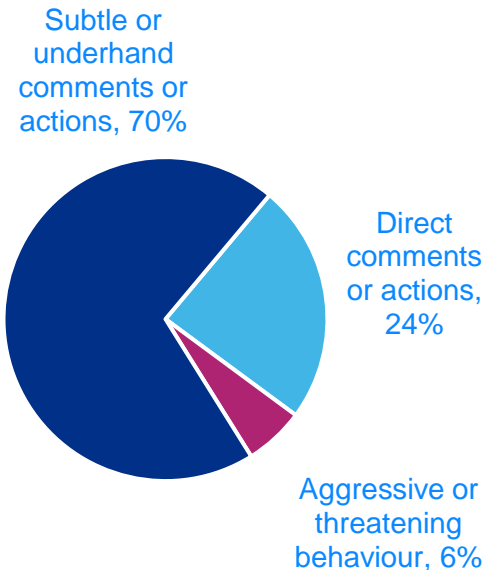
54 people shared a recent experience of perceived discrimination or harassment based on their ethnic background. Most said that the most recent instance involved subtle or underhanded comments or actions.

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

“I find that my views are not taken seriously and when I am speaking certain staff members yawn.”

“Each time I said some words in English, they made fun of my English.”

“People from ethnic minority backgrounds are treated less favourably. My stress level increased, had to seek help from ‘Looking After You’ team for managing my anxiety and find a way to deal with difficulties at work.”

“New non-ethnic members of staff hired after me doing the same job on better pay when I have been asking for a pay rise for the last six years. Non-ethnic members of staff receiving training even though I have been asking for extra training each year in my appraisal.”

“I have been subjected to baseless accusations and targeted bullying. I was screamed at by one of the partners. I left as my mental health would suffer.”

Reporting racial discrimination

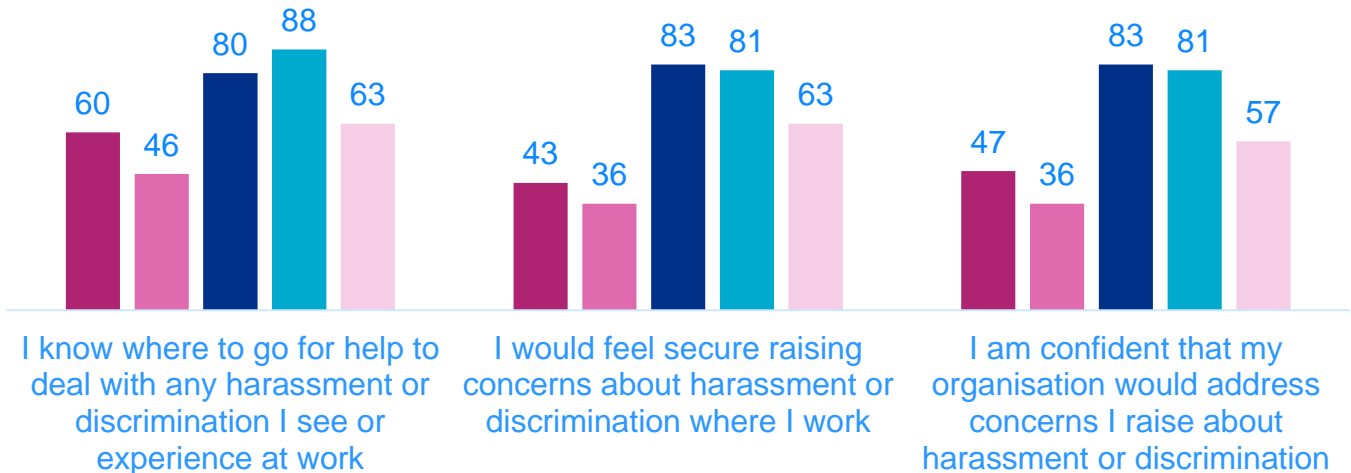
- Of the 54 people who described their experiences of racial discrimination, one third said they or someone else reported the most recent incident.
- About 1 in 8 said they reported it and it was dealt with well.



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?

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

- **Safe spaces** to discuss and report issues, including meetings, website forum and regular surveys like this (30%)
- **Training** for all staff about diversity and unconscious bias (27%) and helping people feel confident to raise and deal with issues (7%)
- **Independent body** to investigate and support, including advice helpline and anonymous reporting (21%)
- **Zero tolerance campaign**, informing patients about what is unacceptable and making it easy to remove patients from the register (19%)
- **Recruiting** diverse people to (senior) roles and setting diversity targets (19%)
- **Standardised policy** and protocols for responding (9%) and more promotion of the process for reporting and getting support (7%)

What are the top priorities?

“Recognising intersectionality; Zero tolerance policies that are actually implemented; Better support for victims; Funded EDI networks that do not just rely on goodwill.”

“A third party, who is not linked to the practice to manage any form of discrimination.”

“Practices should have a zero-tolerance policy to racism to any member of staff. If a patient is abusive, it should be addressed and dealt with promptly and appropriately.”

“Ensure the EDI policy is communicated to all staff and rewrite the EDI policy with input from staff. Bring out in staff forums about personal experiences and invisible aspects of discrimination.”

What have we learnt?

- 53% of people responding from North West London said they had experienced **some type of discrimination** or harassment due to their personal characteristics at work last year.
- 28% said they experienced **racial harassment** or discrimination from patients and 18% from colleagues or managers.
- One third of recent instances of racial discrimination were reported, but only 13% 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 safe spaces to discuss experiences and raise issues, training for all team members, and an independent group to give advice and investigate.