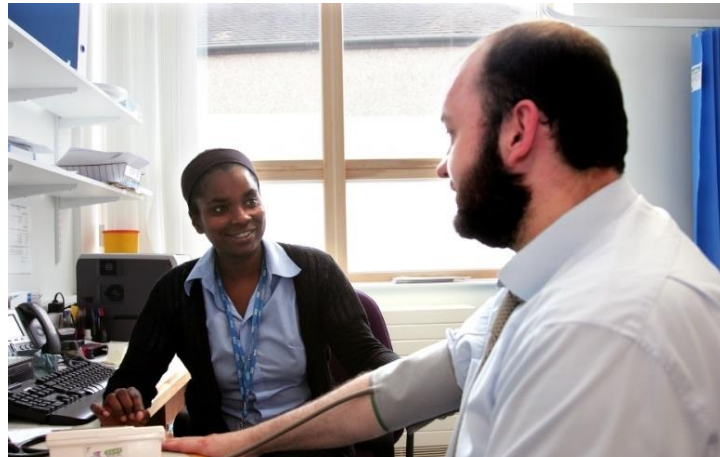




Discrimination & racism in primary care



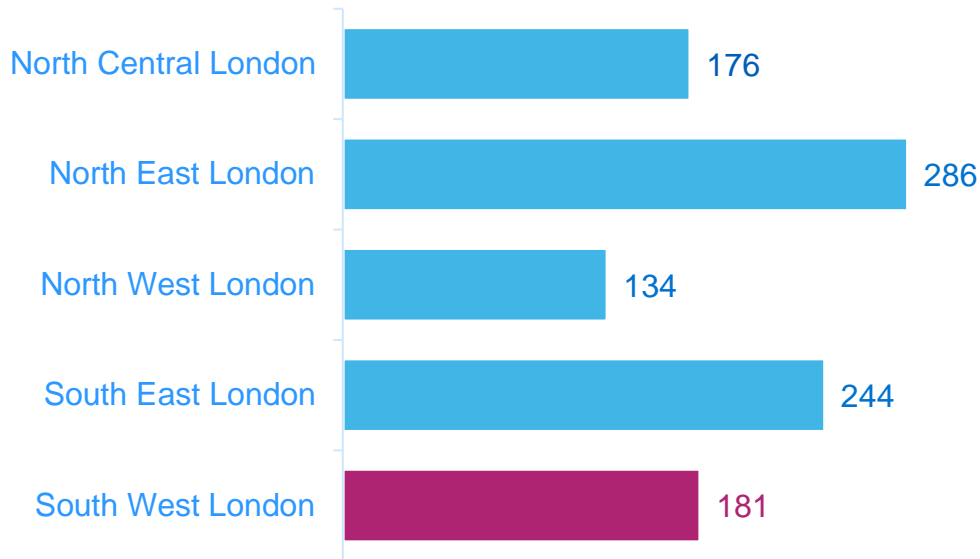
Experiences of primary care staff working in South West London

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 South West London.**

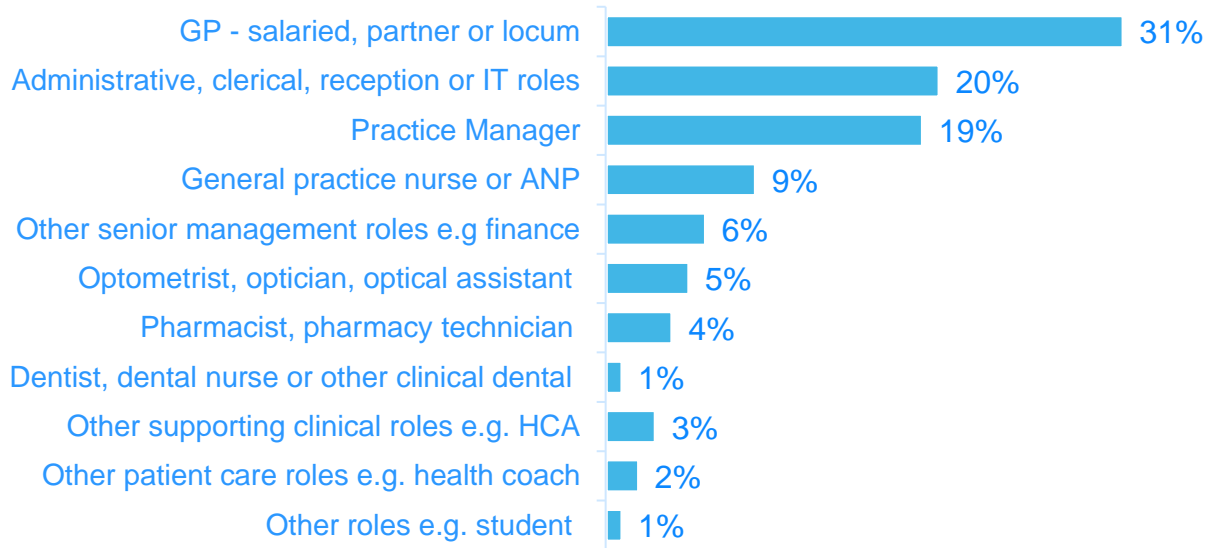
Who shared their experiences?

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



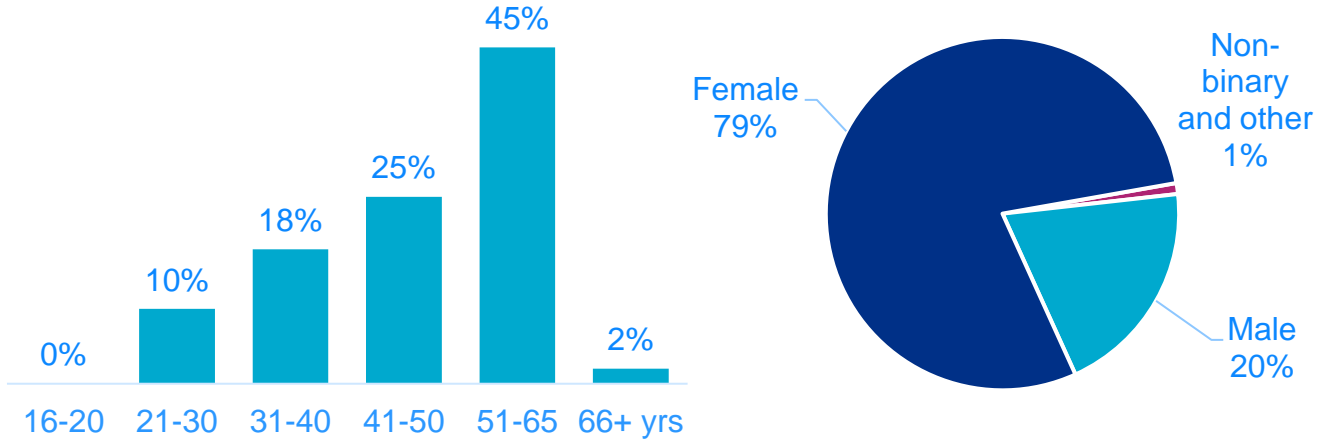
Who shared their experiences?

The roles of the 181 people responding from South West London are below. This represents about 4% of the primary care workforce in South West London.

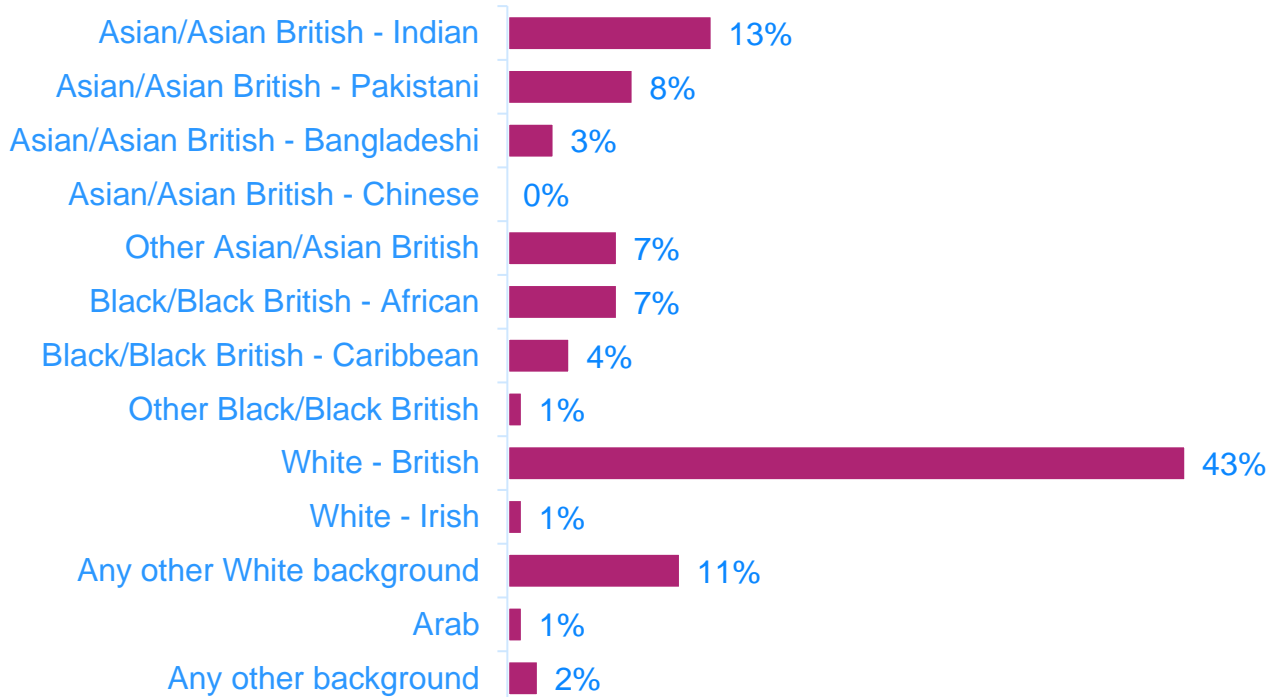


Who shared their experiences?

The age, gender and ethnicity profile of the 181 people who took part in South West London was broadly representative of the primary care workforce in the area.

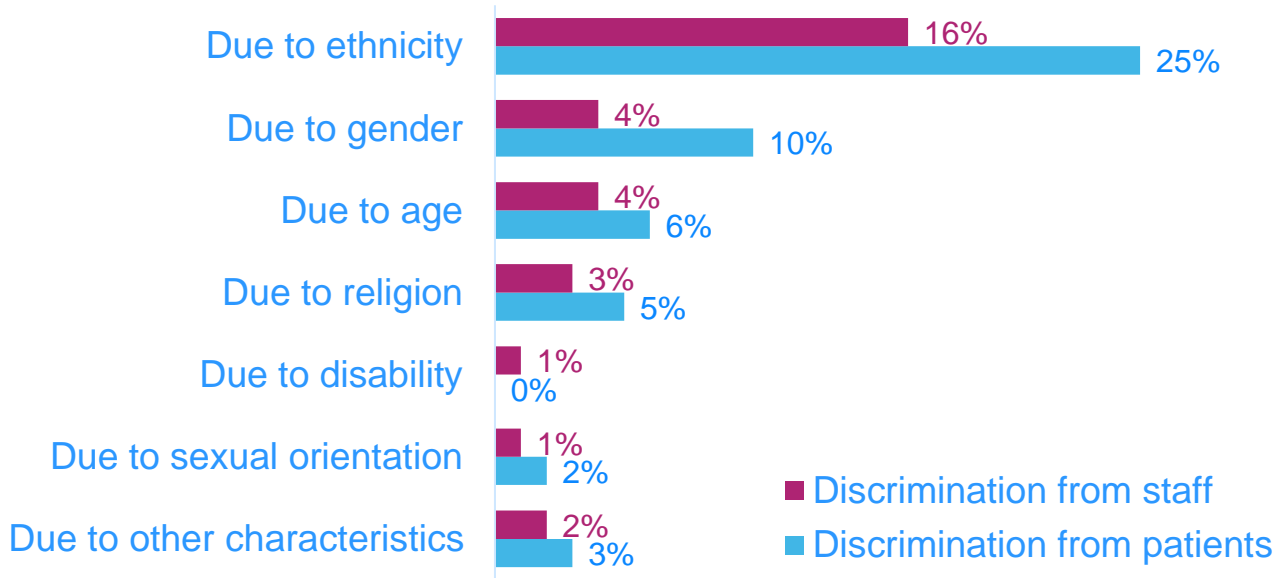


Who shared their experiences?



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. 43% said they experienced some type of discrimination.



Perceived racial discrimination

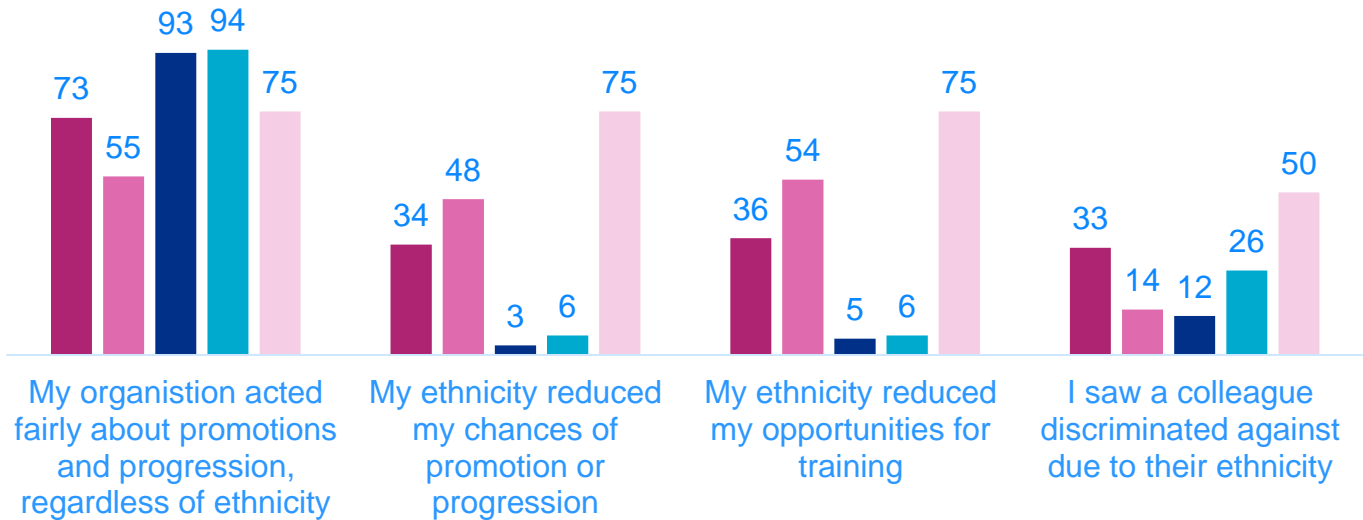
Below are the proportions of people from different ethnic backgrounds who said they had personally experienced racial discrimination or harassment at work in the last 12 months.

Ethnic background	Discriminated against by patients	Discriminated against by staff
Total, all ethnic groups	25%	16%
Asian or Asian British	50%	29%
Black or Black British	33%	43%
White British or Irish	5%	1%
Any other White background	16%	11%
Any other background	25%	25%

Racial discrimination - past year

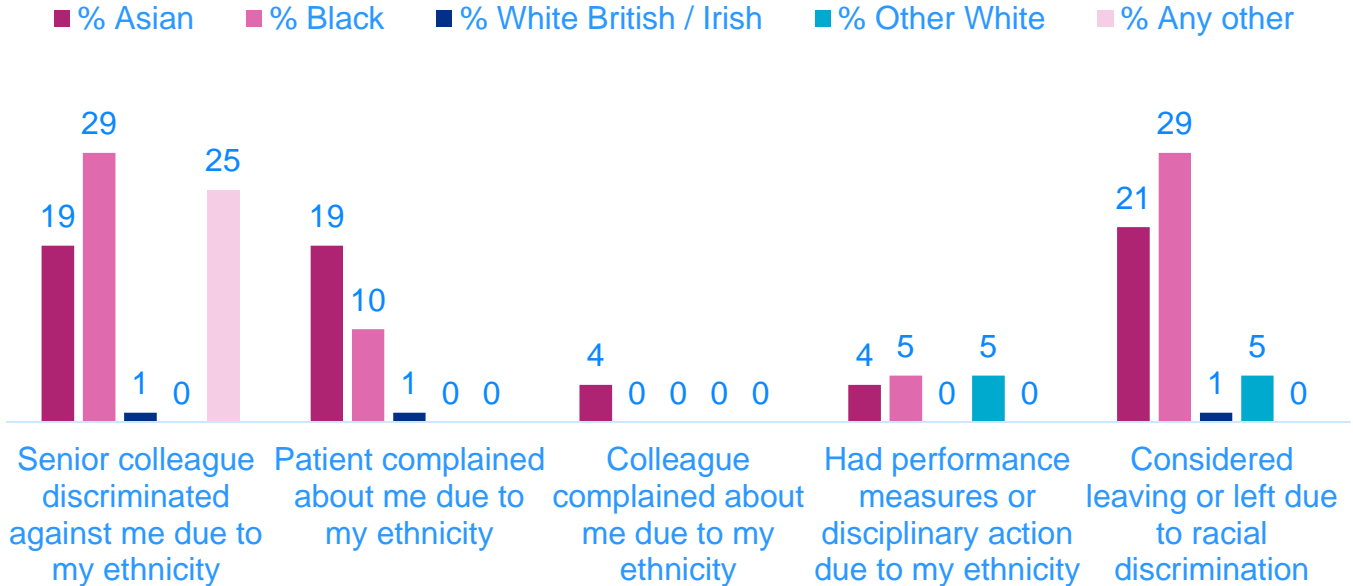
People from minority ethnic backgrounds were more likely to feel their ethnicity had reduced their career progression and training opportunities in the past year.

■ % 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

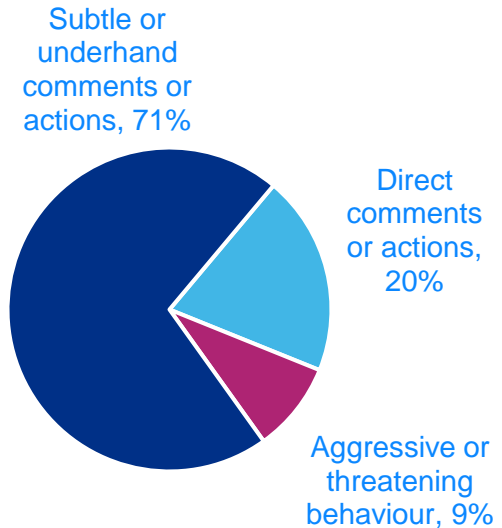
55 people shared a recent experience of perceived discrimination or harassment based on their ethnic background. Most said that the most recent instance involved subtle or underhanded comments or actions.

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

“Two senior managers harassed, bullied, constantly scrutinised and undermined my work, found fault in everything I did. This largely dented my confidence and resulted in my doctor signing me off with stress.”

“As a minority group nurse and a woman, I have experienced discrimination and harassment throughout my career. I had moments when I had to call a colleague to chaperone while I was carrying out care as I was scared of being with the patient on my own. These experiences have definitively impacted me. It has reduced my confidence, my willingness to help others and made me question my career as a nurse. I am studying for a different career now.”

“Appointments were shifted from White colleagues to my list. On-screen messages sent only to myself to deal with a task. Declining annual leave even though the request had been put in 4-6 months before, whilst White colleagues got the annual leave dates after my request. Asking me to discuss issues with admin staff when White colleagues have not been asked to do this.”

Reporting racial discrimination

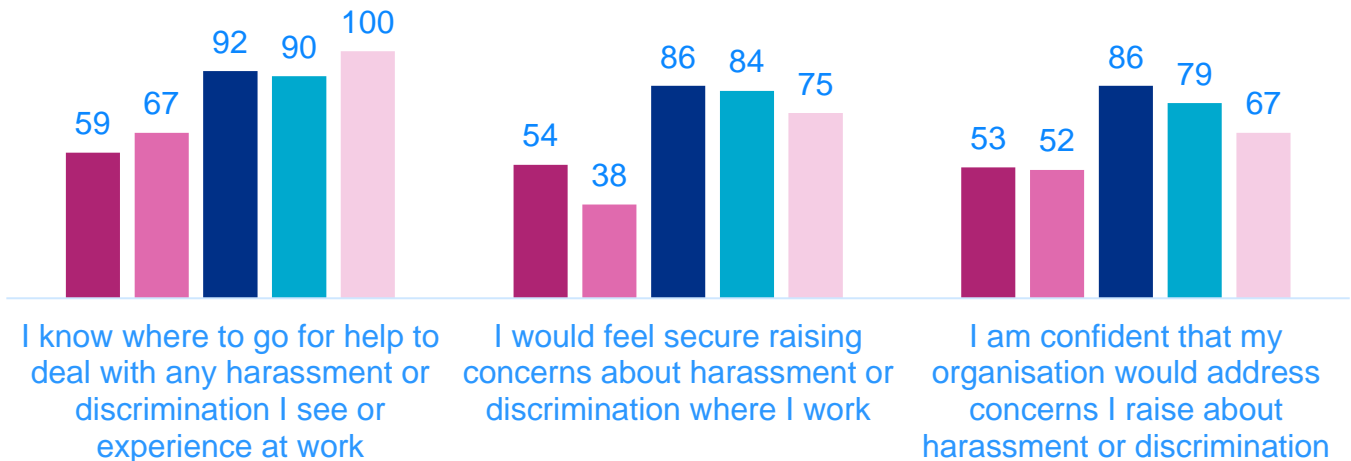
- Of the 55 people who described their experiences of racial discrimination, about 1 in 3 said they or someone else reported the most recent incident.
- About 1 in 8 said they reported it and it was dealt with well.



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?

47 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 (32%) and helping people feel confident to raise and deal with issues (11%)
- **Zero tolerance campaign**, informing patients about what is unacceptable and making it easy to remove patients from the register (26%)
- **Independent body** to investigate and support, including advice helpline and anonymous reporting (26%)
- **Safe spaces** to discuss and report issues, including meetings, website forum and regular surveys like this (15%)
- **Recruiting** diverse people to (senior) roles and setting diversity targets (15%)
- **Standardised policy** and protocols for responding (4%) and more promotion of the process for reporting and getting support (4%)

What are the top priorities?

“Having senior persons who are all Caucasian in a position to make decisions relating to racist incidents/behaviour is not fair. There is a blatant lack of knowledge about what equates to racism and how it affects an individual. This consequently affects how the whole situation is resolved. Situations like this should be presented to a more ethnically diverse group, making it more fair.”

“More open dialogue that it isn’t just between BAME ‘vs’ non BAME: most discrimination I’ve faced has been within BAME community. Training/other measures don’t directly focus on that. Also occurs within BAME communities between doctor and patient, such as BAME patients expecting different things from BAME health care professionals which can feel doubly oppressive.”

“Have a named person at ICS level to discuss the matter with and give advice. Have investigations/grievances of this kind take place outside of the practice. Unions do not know how GP practices run so are unable to ask the appropriate questions related to how the negative behaviour can have an enormous impact on the individual.”

What have we learnt?

- 43% of people responding from South West London said they had experienced **some type of discrimination** or harassment due to their personal characteristics at work last year.
- 25% said they experienced **racial harassment** or discrimination from patients and 16% from colleagues or managers.
- 37% 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 training for all team members, a zero tolerance campaign targeting patients and an independent group to give advice and investigate.