

GRŴP CYFEIRIO RHANDEILIAID STAKEHOLDER REFERENCE GROUP

DYDDIAD Y CYFARFOD: DATE OF MEETING:	18 July 2023
TEITL YR ADRODDIAD: TITLE OF REPORT:	Community Outreach Team update
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Lisa Gostling Director of Workforce & Organisational Development
SWYDDOG ADRODD: REPORTING OFFICER:	Anna Bird, Assistant Director of Strategic Partnerships, Diversity and Inclusion Sandra Mitchell, Community Development Outreach Team Manager

**Pwrpas yr Adroddiad (dewiswch fel yn addas)
Purpose of the Report (select as appropriate)**

Er Gwybodaeth/For Information

ADRODDIAD SCAA SBAR REPORT

Sefyllfa / Situation

The Community Development Outreach Team Annual Report for 2022/2023 is presented to the Stakeholder Reference Group (SRG), to provide an update on the work of the team and evidence and information of their contribution to improving the health and wellbeing outcomes of disadvantaged communities.

Cefndir / Background

During the COVID-19 pandemic, a disproportionate number of Black, Asian, and Minority Ethnic people were reported to have died from COVID-19 related deaths. The Community Development Outreach Team (CDOT) was established in Hywel Dda University Health Board (HDdUHB) in April 2021 to engage with Black, Asian and Minority Ethnic communities, to help identify health needs and deliver culturally appropriate actions, to address those needs.

The priority for the team was to engage with communities that had been adversely affected by COVID-19 and help address the health inequalities that were exacerbated during the pandemic.

The team has worked closely with colleagues across the Health Board and a range of organisations, including local authorities and the third sector to fulfil the following objectives and expected outcomes:

- Increase direct engagement between the Health Board, Black, Asian and Minority Ethnic communities using trusted intermediaries.
- Ensure health promotion and prevention messages are more accessible to ethnic minority communities.
- Empower previously disempowered communities to participate in public health screening and benefit from public health promotion.

- Through enhanced community links, provide insights into the lived experiences of ethnic minority communities to support community cohesion actions and remove any barriers to accessing health care services.
- Position the Health Board to be able to respond to further COVID-19 outbreaks and support ethnic minority communities through increased local knowledge and cultural awareness.
- Increase uptake of vaccinations within ethnic minority communities, including the COVID-19 vaccines and those included in the national vaccination programmes.

Asesiad / Assessment

It was clear that the health inequalities experienced by vulnerable and disadvantaged communities would continue to have an impact on health outcomes long after the pandemic. As a result of the success of their work in 2021/22, the team were made permanent in 2022 and have extended the scope of their work to reach out to other community groups who experience disadvantage and difficulties accessing health and care services. These include people who are homeless or vulnerably housed, refugees and asylum seekers, migrant workers and Gypsy Travellers.

The broader remit of the team is directly contributing to help reduce inequalities and barriers faced by a wide range of communities who experience disadvantage, as well as promoting key public health messages.

The Annual Report describes a wide range of activities including work with the homeless, Gypsy and Traveller communities as well as Ukrainian refugees. Where appropriate case study examples are provided to demonstrate the impact and feedback from individuals who have been supported. Alternate names have been used in case studies to protect the identities of the individuals who shared their experiences. It is hoped that the Annual Report will be of interest to members of the SRG so that partner organisations can see how the Health Board is reaching out into our communities and helping to support improved outcomes and experiences. Where there may be challenges engaging with some of our need to reach communities, or new communities identified, the Community Development Outreach Team would welcome support from members of the SRG to establish links which will help to build future relationships.

Argymhelliad / Recommendation

The Stakeholder Reference Group are asked to **NOTE** the Community Development Outreach Team Annual Report 2022/23.

Amcanion: (rhaid cwblhau) Objectives: (must be completed)	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	2.1.3 Feedback to the HDdUHB on the impact of the HDdUHB's operations on the communities it serves
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not applicable
Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com)	6. Person-Centred
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	2. Culture and valuing people
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Cynllunio Planning Objectives	Not Applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	4. Improve Population Health through prevention and early intervention, supporting people to live happy and healthy lives

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Black, Asian and Minority Ethnic (BAME) COVID-19 Socio-economic Sub-Group's Report Welsh Government Race Equality Action Plan
Rhestr Termiau: Glossary of Terms:	In body of document.
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Grŵp Cyfeirio Rhanddeiliaid: Parties / Committees consulted prior to Stakeholder Reference Group:	None

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	Funding for the team has been secured via the Prevention and Early Years Fund and Immunisation funding.
Ansawdd / Gofal Claf: Quality / Patient Care:	Activity of the team supports improved patient care and experience as well as the reduction of inequalities in health.
Gweithlu: Workforce:	Not applicable
Risg: Risk:	Risks as lone workers based in the community have been mitigated against by the use of a buddy system, a personal safety device (Pebble) and completing violence and aggression and breakaway training.
Cyfreithiol: Legal:	Not applicable
Enw Da: Reputational:	There is the possibility of public and/or media interest in some of the activity of the team, for example, supporting Asylum Seekers and Refugees, working with Gypsy and Traveller communities on permanent and transient sites.
Gyfrinachedd: Privacy:	Not applicable
Cydraddoldeb: Equality:	The aims of the team are intended to have a positive impact on those with protected characteristics and other vulnerable communities.

Introduction

This annual report provides an overview of the work of Hywel Dda University Health Board's Community Development Outreach Team (CDOT) during 2022/23. In order to bring the report to life, case study examples have been included to illustrate the impact of the support that individuals received. Alternative names have been assigned to case studies to protect the identities of those who shared their stories.

During the Covid-19 pandemic, a disproportionate number of Black, Asian, and Minority Ethnic people were reported to have died from COVID-19 related deaths. The Community Development Outreach Team (CDOT) was established in Hywel Dda University Health Board in April 2021 to be the bridge between Black Asian and Minority Ethnic communities and the Health Board. The team were able to share important health messages, COVID updates and encourage the uptake of the vaccination programme.

This was initially a one-year project which was extended with a £75,000 grant awarded by NHS Charities Together along with Prevention and Early Years funding. During the first year it was found that there was a need to reach out to other communities who face disadvantage and CDOT became a permanent team in the Health Board. The remit of the team expanded and we now engage with diverse communities and vulnerable groups that experience health inequalities. The communities we work with include homeless and vulnerably housed, Syrian refugees, Gypsies and Travellers and those from multicultural communities. We are also working with Asylum seekers as well as those fleeing Ukraine, to help them access healthcare and understand how NHS systems work.

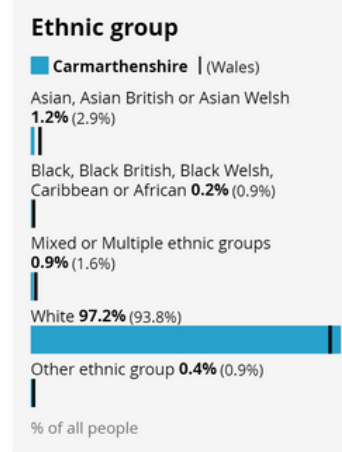
We share early prevention health messages such as alcohol reduction, smoking cessation, screening and healthy lifestyle information as well as continuing to work closely with the Community Immunisation Team to promote and encourage the uptake of all immunisations. We support people to access healthcare services by promoting the use of 999/111 and Wales111.com, as well as encouraging GP registration.

The wider determinants of health have an impact on health outcomes, for example, housing needs and the current cost of living crisis. We are able to signpost and refer to other organisations, Local Authorities and the Third Sector for additional support when needed.

Population Overview

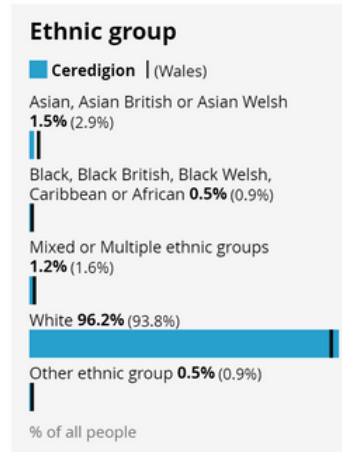
This is a snapshot of the characteristics of our population drawn from data published by the Office of National Statistics following the 2021 National Census as well as data gathered by the Community Development Outreach Team.

Carmarthenshire



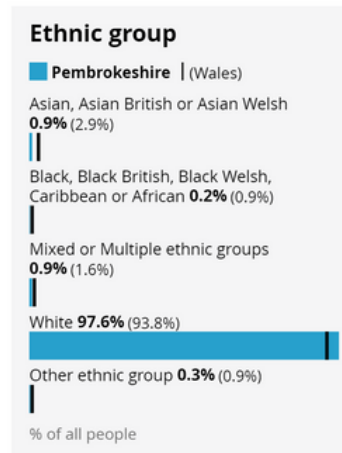
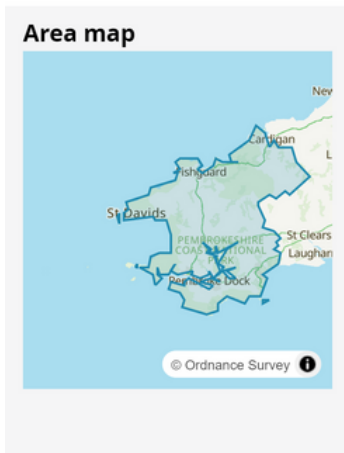
Source: Office for National Statistics - Census 2021

Ceredigion



Source: Office for National Statistics - Census 2021

Pembrokeshire



Source: Office for National Statistics - Census 2021

Numbers of refugees in the Hywel Dda region January 2023.

Country of Origin					
	Ukrainian	Syrian	Afghan	Unspecified in return	Total
Carmarthenshire	283	135	14	3	435
Ceredigion				182	182
Pembrokeshire	235	23			258
Total	518	158	14	185	875

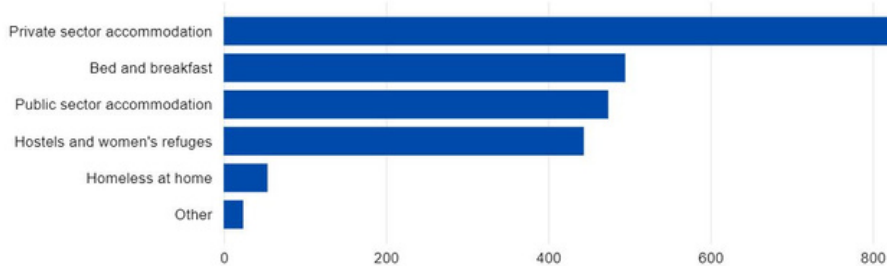
Source: Local Authorities

Numbers of reported Gypsy, Roma and Travellers in the Hywel Dda region.

	Carmarthenshire	Ceredigion	Pembrokeshire
Total Population	187,900	71,500	123,400
Gypsy or Irish Traveller	376 (0.2%)	72 (0.1%)	617 (0.5%)
Roma	0	0	0

Source: Office of National Statistics, - Census 2021

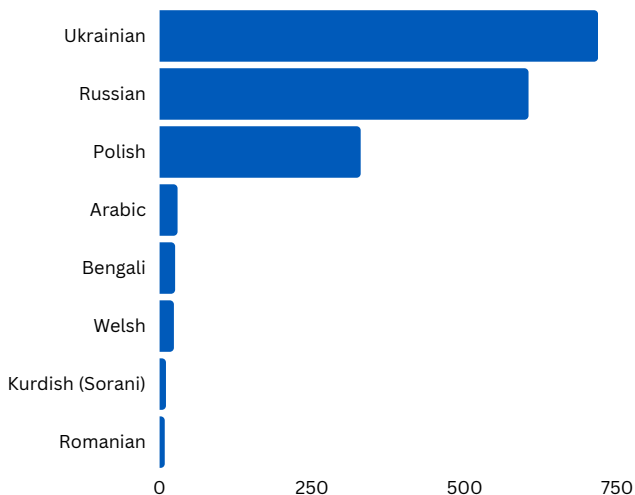
Number of households in Wales in temporary accommodation, as at 31 March 2020 (a) (b)



(a) Data is collected as a snapshot and only reflects households in temporary accommodation at the end of the 2019-20 period.
 (b) All figures are rounded independently to the nearest 3.

Source: Stats Wales

Most common community languages identified by people engaging with the CDOT Team



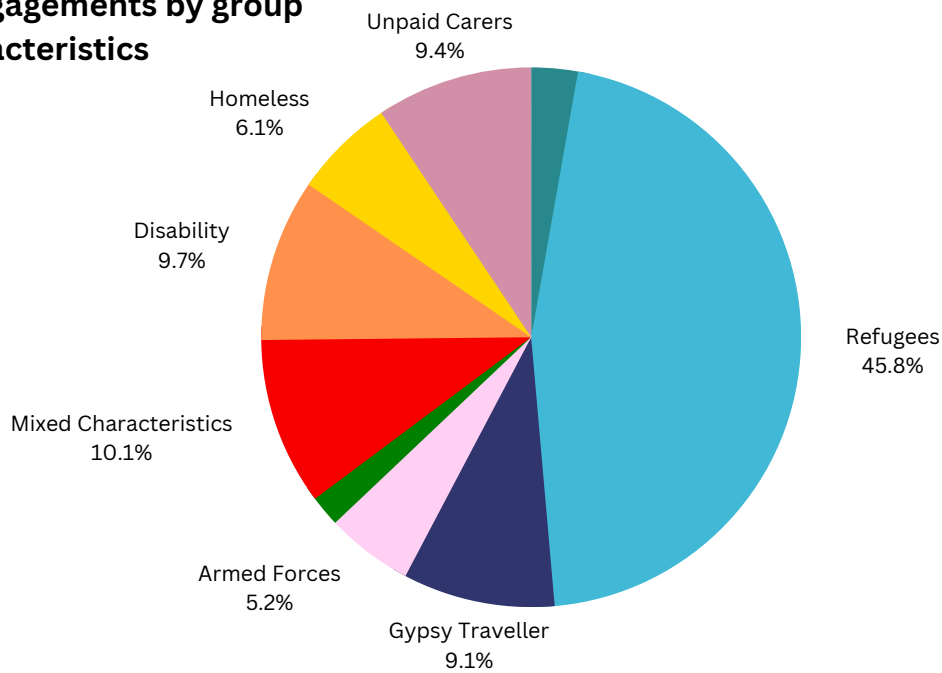
Source: Community Development Outreach Team



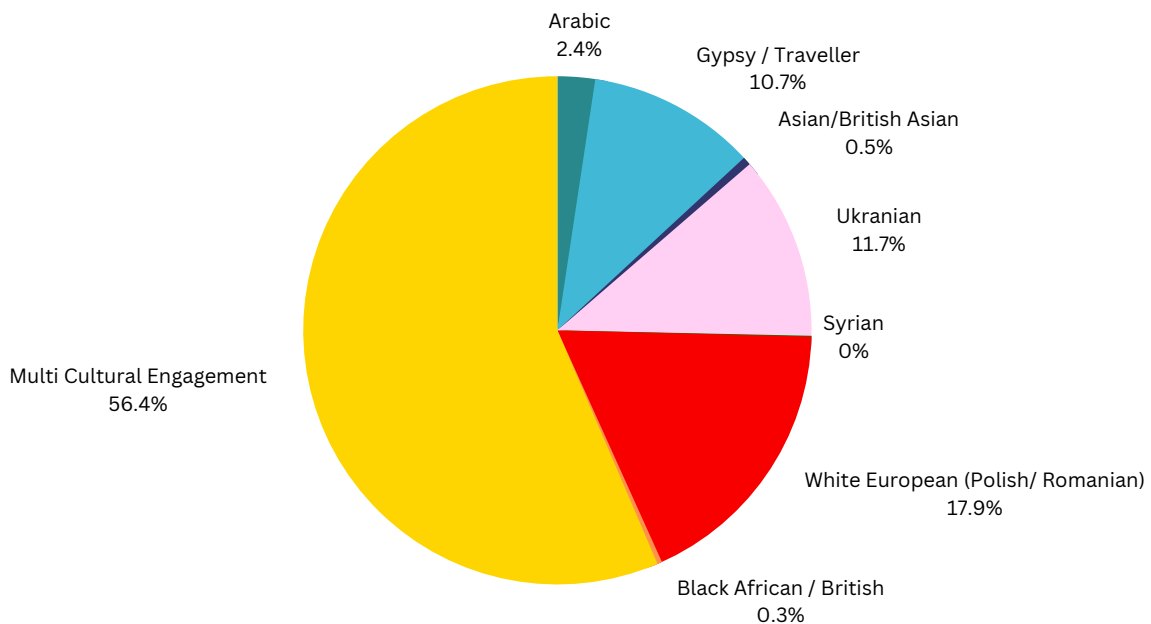
Community Engagement

During 2022/2023 the Community Development Outreach Team have provided support on 5,259 occasions. A breakdown of characteristics and ethnicity of the individuals to whom the team provided support is shown in the pie charts below:

Pie Chart 1: Engagements by group characteristics



Pie Chart 2: Engagements by ethnicity





Supporting Asylum Seekers and Refugees

March 2022 saw the opening of the first Welcome Centre for those fleeing the war in Ukraine. Over 200 people arrived at the centre and were offered screening and immunisations by the Health Board. CDOT provided support by attending the centre several days a week and set up a stand with information on immunisations in Ukrainian and Russian as well as any other languages people needed. CDOT also gave health talks by attending English for Speakers of Other Languages (ESOL) classes and staying after lunch in the canteen. The talks included how to use 999/111 and Wales 111.com and the RECITE button which is a function to aid translation on web pages. We had found that people who are new to the country often do not know how to get help when needed. CDOT assisted by making GP appointments and supporting people to ring 111 when they needed healthcare advice.

Welcome Hotels were situated around the three counties where people stayed temporarily until they found alternative accommodation. There were regular visits to each of the hotels, which enabled CDOT to share both general and specific health information. For example, information about Strep A when there was a national outbreak. The team also shared information on how to access mental health support using leaflets in residents' preferred languages from the Community Advice and Listening Line (C.A.L.L) and 111 option 2. CDOT, along with the Local Authorities' (LA) lead workers were a source of support and a point of contact for people that needed to talk. Strong working relationships have been developed with supporting agencies and the LA and participation in regular multiagency meetings have supported the sharing of information and good practice. CDOT also facilitated friendships through activities such as a trip to a local café to connect other refugees. It was during these sessions that opportunities arose to discuss wider health messages and share information. CDOT organised wellbeing walks where residents were able to get out, explore the local area and exercise, thus helping to combat isolation, loneliness and promote wellbeing.

In the wider community, refugees stayed with hosts. This is where people opened their homes to refugees and provided somewhere to stay. CDOT supported community-based drop in sessions and events and made sure people were registered with GP's. We worked alongside the Llanelli Multicultural Network (LMNC), Ethnic Youth Support Team (EYST) and the LA's.

CDOT were able to support the LA lead workers to help families understand and navigate NHS services. We learnt that the healthcare system is different in Ukraine and it would be usual to pay to see a specialist without the need for a GP referral. The cultural differences and not understanding the healthcare system in the UK led to confusion but CDOT were able to explain how GP's are able to refer patients, when necessary to specialist support.

"I didn't know that 111 Wales (Website) translated. I will use this with my family when they are sick"

"لم أكن أعرف أن موقع 111 ويلز (الموقع الإلكتروني) قد تُرجم. سأستخدم هذا مع عائلتي عندما يمرضون "

- Ukrainian man

"Thankyou so much for today, for a lovely meeting you held for us today and for being our support thank you for being there today". - Ukrainian Lady



Rob a member of CDOT presenting a health talk for Ukrainian refugees.



Case Study - Ali's Story

Ali was fleeing the war in Ukraine with his family, they were staying in a welcome centre. He was not a native Ukrainian speaker and needed translation in Arabic. He expressed his need for a Mosque and also told us that he was a qualified doctor.

CDOT supported by:

1. Finding information in his preferred language.
2. Arranging a meeting with a local Imam.
3. Working with colleagues for him to have a clinical attachment at a local hospital.

Likely outcome without support provided:

1. His mental health would have deteriorated.
2. He would not have had information in his preferred language.
3. He would not have been able to do a clinical attachment.

Outcome following receipt of support:

1. He is able to rebuild his life with his family.
2. He is able to continue his career.
3. He understands how to access Welsh NHS services.



Case Study - Maria's Story

Maria arrived in the area after fleeing war in Ukraine. She was visibly distressed and would find it difficult to engage with people due to the language barrier. She started attending the weekly Multicultural drop in English lessons, which the CDOT support. She had no understanding of how to use the NHS and was worried about family members she had left behind.

CDOT supported by:

1. Providing information that she needed in Ukrainian including Interpretation request cards.
2. Providing information about mental health support that could be delivered in Ukrainian.
3. Supporting Maria to meet others.
4. Inviting Maria on the Wellbeing Walk.

Likely outcome without support provided:

1. Her mental health would have deteriorated.
2. She would not have had a support network.
3. She would not have attended events.
4. If she was in need of medical attention or advice she would not have been able to access it.

Outcome following receipt of support:

1. Maria knew where to turn when she was struggling with emotions.
2. She made friends and has developed her own peer support group.
3. She is confident about asking for interpretation at the hospital and GP surgery.



Sandra, CDOT manager, with Mark Drakeford, First Minister, at the Ukrainian Welcome Centre

Migrant Workers

Every year Romanian workers arrive to pluck turkeys at a farm in Pembrokeshire. CDOT went to where they were staying to share information on how to access healthcare services whilst they were in the area. This information was provided in Romanian and included information about the Common Ailment Scheme. This is a scheme which provides over-the-counter and prescription medicines free of charge for a specific range of common ailments. They found this particularly useful as their work visa's allowed them to be eligible for the scheme.

“we are very very pleased to have this service. We have not had this before and it is very useful. We are always sick”
Romanian worker.

CDOT regularly visits three factories around the region who employ migrant workers, to share health messages. The workers are from a number of countries including Poland, Romania, Zimbabwe, and the Philippines. Working in partnership with the factory, CDOT have a stand in the canteens where information can be shared and be a point of contact established between the workers and the Health Board. An example of the impact of this engagement, was that a Romanian speaking family has received health information in their first language for the first time since arriving in the UK. This will help them make informed decisions about their health.

Llanelli Multicultural Network (LMCN)

We have been continuing to work with the LMCN by attending the weekly drop in sessions and other events such as International Women's Day celebrations. At the weekly drop in sessions we are able to give short health talks and relay important messages. We have also been able to find out people's opinions about vaccines and we were able to provide reassurance and myth bust by inviting the Community Immunisation Team to come and speak to the attendees. The LMCN has been key to allowing us to build relationships with diverse communities. We have shared health messages and arranged for Dyfed Drug and Alcohol Service (DDAS) to attend to talk about alcohol reduction which led to a referral being made on behalf of a gentleman from the Polish community who was concerned about his alcohol use.

Unpaid carers support

CDOT raise awareness of the support available to unpaid carers and have encouraged people to register with their GP's as unpaid carers. This includes those from Gypsy and Traveller communities where many people care for relatives and do not realise what support is available to them. Large families can sometimes mean that people may have more than one person they care for. Often people are unaware that they are an unpaid carer as looking after someone is part of their culture. There are a number of third sector organisations which provide support for carers in the three counties and the benefits to people registering as unpaid carers is having access to support services and being involved in discussions when those they care for are being discharged from hospital.

Interpretation and Translation

Information from the previous year's GP Access survey showed that a lack of interpretation services is a major barrier to accessing healthcare. CDOT learnt that many Polish people will prefer to return to Poland to see their doctor and there were examples of people being asked to bring relatives/ friends to appointments to interpret for them which was inappropriate. CDOT designed interpretation request cards which are business size cards that state there is a language need, to empower people to ask for interpretation support. The team have given bespoke training to GP's and dentists on how to use the InSight App which is a quick and easy way of accessing audio or video interpreters online, and this is frequently used by team members to support our conversations with people. Colleagues at the Welcome Centre were shown how to use this service, which gave them access to Ukrainian/ Russian interpreters quickly and conveniently.

Example of an Interpretation request card

A business size card to empower people to ask for interpretation services. The Community Development Outreach Team can provide these in 26 different languages and additional languages are provided as and when identified.



Homeless and Vulnerably Housed

CDOT has been visiting homeless drop-in sessions across the region. These sessions often take place at weekends and serve some of the most vulnerable in society who often have complex needs and difficulties in accessing health care. CDOT has acted as a trusted intermediary between communities and other Health Board services. For example, CDOT was able to introduce the Community Immunisation Team who attended for several weeks, initially talking to people who were at the drop-in, many of whom were fearful of immunisations and going to Mass Vaccination Centres (MVC's). The drop in allowed them to have a safe space to ask any questions and trust was built up between the attendees and the Immunisation team. The Immunisation team then brought in COVID and flu vaccines and immunised fourteen people who would not have had a vaccination otherwise.

Partnership working with DDAS and the local council has led to an increase in services attending out of hours drop in sessions. Alcohol reduction and smoking cessation messages have been shared and three gentlemen have been referred to the Community Dentist. One, who had been suffering with severe tooth pain, could not eat properly when CDOT met him and the pain was affecting his mental health. The successful referral meant that he had treatment and was no longer in pain and could eat properly. He was in tears when he told CDOT that he was having treatment and that it had made a massive difference to his life.

CDOT has supported the Salvation Army to make an appointment for a gentleman who had severe anxiety about attending the doctors by communicating with the surgery and the gentleman and providing reassurance. CDOT also work closely with Dyfed Powys Police and supported a gentleman who was living in a tent when it was damaged. A report was made to 101 to ensure his safety and, this led to him being offered support from the housing agency Wallich.

The Strategic Partnership Diversity and Inclusion team including CDOT slept out for World Homelessness Day outside Prince Philip hospital in October 2022 to raise money for the "Life Café" drop in in Llanelli. This money was used to buy food for the Christmas meal, along with Christmas gifts and surplus funds went towards food for the next few months. One family was referred to the Cash for Kids toy appeal where they were provided with gifts for the children. The Christmas celebration meal was attended by the Llanelli Town Mayor and supported by Foothold Cymru.



“We are very grateful for your support. We were on our own when we started now we feel we have the right support for the people that come” Centre Leader.



Case Study - Dan's Story

CDOT met Dan who had substance misuse issues and was vulnerably housed. When CDOT met him at a soup kitchen he wasn't eating his food, and during a conversation he told CDOT that he was unable to eat as he had so much pain in his teeth. He told CDOT that it was getting him down.

CDOT supported by:

With Dan's permission, CDOT made a referral to the community dentist. In turn they contacted Dan to arrange an appointment to treat his dental pain.

Likely outcome without support provided:

The pain would have possibly increased, his health would have been affected due to lack of nutrition as Dan wasn't eating and his mental health may have deteriorated further.

Outcome following receipt of support:

CDOT met Dan again several months later. He'd had help for his substance misuse and had been to the dentist several times. He said he was in a lot less pain and was eating better. Dan started crying as he said thanks.



Reducing Inequality

Cost of Living

CDOT held winter wellbeing events for the Gypsy and Traveller communities, to help with the cost of living crisis. The events were held in partnership with the LA and Third Sector organisation to connect people with the support they needed (further information on these events can be found on page eighteen). We have also been signposting people to the period poverty schemes run by local councils. Over a hundred people in Pembrokeshire have been signposted to the scheme for hygiene products which are delivered to their homes. This saves money and for some, the embarrassment of buying products.

CDOT have made referrals to FRAME a community charity that supports people experiencing poverty. FRAME have been able to help with fuel support as well as referring people to foodbanks. At Christmas five families that were in need and couldn't afford presents for their children were able to have a Cash for Kids toy parcel which CDOT delivered to them.



Case Study - Rhian's Story

Overview of situation:

Rhian is from the Gypsy community and lives in a caravan with limited space for cooking and storing food. She also lives on a piece of land that had no facilities. She was feeling "run down", 'fat' and unhealthy" and was relying on expensive take aways. She was worried about spiralling costs of daily fast food as well as seeing an effect on her health.

Likely outcome without support provided:

Rhian would have continued to struggle paying for takeaways and making unhealthy choices which were affecting her health and wellbeing.

Outcome following receipt of support:

CDOT had a conversation with Rhian about how she could make cheaper more nutritious meals at home using fresh ingredients, but she was concerned about her lack of facilities and space. CDOT made a referral to a partner agency, that gave her a slow cooker and recipe cards. She is also able to access the community fridge which has fresh food available. Rhian has been able to cook healthy slow cooked meals which has saved her money and saves on space. This has not only benefited her but her whole family.



Engagement Activities

Wellbeing walks

CDOT co-ordinate several wellbeing walks throughout the region. They were developed in response to one Syrian refugee commenting that she was lonely due to not having the social connections she once had. In Llanelli, in partnership with the Llanelli Multicultural Network, a women's wellbeing walk is held every few months (or a "walkie chattie" as they were described by one Polish woman). The walks are an opportunity for women to come together, talk, have fun and it opens up a safe space for women to have conversations around health.

The walks have led to more women being active and thinking about what they eat. They have also been a way of connecting women from all over the world including refugees from Syria and Afghanistan. There is a Bangladeshi woman who regularly attends, and she has been identified as an unpaid carer and signposted to unpaid carer services which will provide her with support. Some of the Syrian women have clinical skills and they have been signposted to the Health Board's Recruitment team to discuss employment opportunities. There have been walks set up for Ukrainians to welcome new arrivals and show them around the local area, including places to buy healthy food.

"I really enjoyed the walk today. It is important to get out in the fresh air. It is a good opportunity to learn about what is available. The alcohol scratch cards in my language are a good idea!"

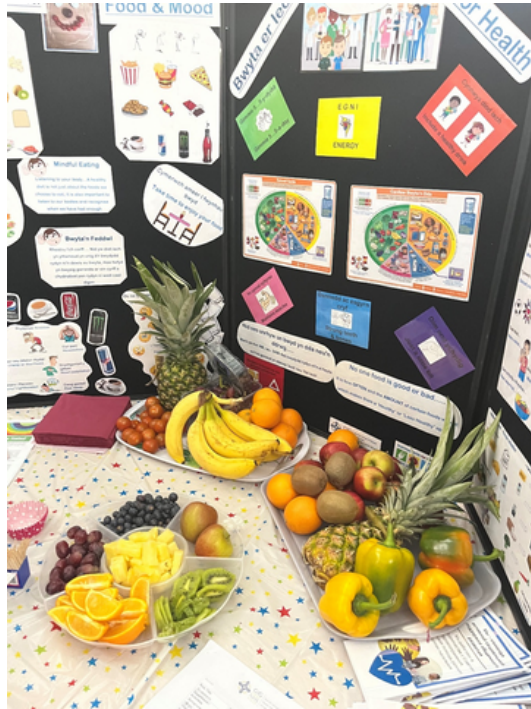
"Мені дуже сподобалася сьогоднішня прогулянка. Важливо виходити на свіже повітря - це гарна можливість дізнатися про те, що доступно навколо мене. Скретч-картки споживання алкоголю моєю мовою – гарна ідея!" - Ukrainian woman



One Glorious winter day 16 people from Poland, Ukraine, Venezuela, Syria and Bangladesh went for a walk along the millennium path and beach. We wrote the word "health" in different languages. The walks are a great way to get out, exercise and have fun.

International Women's Day

A woman from the Polish community had the idea of having a day to celebrate International Women's day and over ninety people attended. Colleagues from Smoking Cessation and the Lumen lung cancer screening project had stands and CDOT created a display with a rainbow of fruit and vegetables for people to taste and this generated discussions about healthy eating.



International Women's Day fruit and healthy eating stand. Smoking Cessation, the Lumen Lung cancer screening project and the Community Immunisation Team were available on the day to chat with people.



Denise, CDOT officer, discussing healthy eating with the Mayor and Mayoress, using the healthy eating giant plate.

Gypsies and Travellers

There is a significant Gypsy and Traveller population in the Hywel Dda area. One site has been particularly isolated due to COVID and ongoing internal issues. Starting with an initial visit with support from Traveller Education CDOT were able to start visiting regularly to build relationships. Trust has been built and even after some community tensions the team are able to go onto the residential site where we are able to have conversations, mainly with the women who are often in charge of the family's health. For example when there was an outbreak of Strep A in Wales in December 2022 and fears around this were high, parents wanted to take their children out of school as a precaution. We were able to share plain English information around Strep A which was gratefully received, as well as showing parents the 111 Wales site which explained, with pictures of rashes, what to look out for and how to get tested. The team are currently working with Carmarthenshire Council to get the community room opened on one site so we can run health sessions to share information about smoking cessation, alcohol reduction and screening.

CDOT held two Winter Wellbeing events for members of the Gypsy and Traveller communities. Many people were struggling with the cost of living especially heating. These events in Pembrokeshire and Carmarthenshire were in partnership with Citizen's Advice, Gypsy and Traveller Wales, Pembrokeshire Association of Volunteers (PAVs), Travelling Ahead, the Fire Service and the Community Immunisation Team. CDOT had a stand to provide healthy eating advice and give out fruit. Over forty people attended the events, strengthening community relationships and enabling people to understand what was available to them. Some had flu and COVID vaccines and there were conversations with attendees about how to keep healthy through the winter. People were able to make sure they had the right benefits with the help of Citizens Advice and apply for winter fuel grants to help with the cost of living. There were also opportunities to sign up for the Period Poverty delivery scheme and to register as an unpaid carer which is something that affects many people in the Gypsy and Traveller communities.

Our regular presence on sites allows people to have issues resolved. For example, sometimes people are unable to read appointment letters or they do not understand them, leading to confusion or missed appointments. CDOT have helped arrange for appointments to be changed or sought further information by contacting the relevant departments. In one instance a woman thought it was a dermatology appointment when it was a cardiology appointment as she had mixed up two different appointments.

A cancer screening focus group was held in Pembrokeshire where women from the community who took part were able to increase their knowledge of cancer screening services. As a result, one woman was going to order a new bowel cancer screening kit as she had thrown hers away not knowing what it was or how to use it. She has since ordered a new one and the feedback will inform future versions of the kit. There are plans to create a women's group which will be a safe space to discuss topics which are often seen as taboo within the Gypsy and Traveller communities.

In Ceredigion there is a transient site where families spend the summer months. CDOT visits regularly during this time to help people access healthcare. We worked with Ceredigion County Council, the Community Cohesion team and the PCSO'S to get bins for the temporary site, which reduced community tensions around litter. The families were also unaware they could access a GP temporarily whilst living there if they needed help. They would previously have gone to A&E instead of the GP or pharmacy. CDOT registered two families at a GP surgery for the time they were living on the site, helping them to access the right healthcare service and prevent emergency services being used inappropriately.

CDOT have made several visits to residential Showperson sites and also to the temporary fairground sites themselves. This was to reach out and to make sure that the visiting families knew that they were able to register temporarily with a GP. As they frequently travel they will often return to their home base to access healthcare, which can be difficult when they are working out of area.



A member of the Gypsy community getting her flu vaccination

“thank you for today (Wellbeing event), there are a lot of things I didn't know about. Its been helpful”
Gypsy woman Pembroke.



Other outreach and engagement activity

Through attending community events the team have engaged with a range of communities including those who are socioeconomically deprived and living in rural settings. Through local knowledge we were able to visit an off-grid community who lived in tree houses. We reached out to them to make sure they were able to access healthcare services and knew where and how to get help when they needed it. They were very pleased that we visited them and we hope to return.

The team have had the opportunity to engage with students at university events, such as Freshers Fayre's to inform students on what healthcare services are available and to connect students with other support.

CDOT also co-ordinated a moving ceremony led by the Chaplaincy Service and planted a tree on one of the Health Board sites, to commemorate Holocaust Memorial day.



Leeanne from the Gypsy community in Pembrokeshire planting a Crab Apple tree for Holocaust Memorial Day. Leanne also read a poem to commemorate the thousands of Jews, Gypsies, LGBTQA+ and other minorities massacred during the Holocaust.

Awards

The CDOT was delighted to win two awards during the year; the National BAME Health & Care award for Community Team Initiative of the Year and Primary Care Team of the Year at the West Wales Health and Care Awards. The team were also shortlisted for Community Team of the Year.



National BAME Health & Care awards



West Wales Health care Awards



Key Events



Roma flag flying for Gypsy Roma Traveller History Month



Christmas Around the World stand with Susan and Denise CDOT officers. The healthy eating rainbow was a hit!



Rob, CDOT officer at Bronglais Hospital on Carers Rights Day



Future Plans

As outlined in this annual report, relationships and trust has been established with communities who traditionally face disadvantages. CDOT are now recognised as trusted intermediaries and can facilitate and disseminate important messages that support health and wellbeing. The team will be continuing to inform people about the help and support that is available, so they know where to go if they wish to access NHS care or modify health behaviours, with a specific focus on immunisations, smoking, healthy eating and screening services.

The Health Board and CDOT are continuing to learn from lived experiences and identify the barriers that people face accessing health care services and to use this knowledge to feed into service development consultations.

Priorities for 2023/24 include:

- Developing women's groups in the Mosques and Gypsy and Traveller communities.
- Recruiting Community Champions who will support engagement and share information amongst their communities.
- Promoting cookery sessions and culturally relevant recipe swapping and food bank sessions.
- Engagement with other communities including those involved in the criminal justice system, socioeconomically deprived and sex workers.