

Improving Access to

BAME and Recovery Rates in Slough

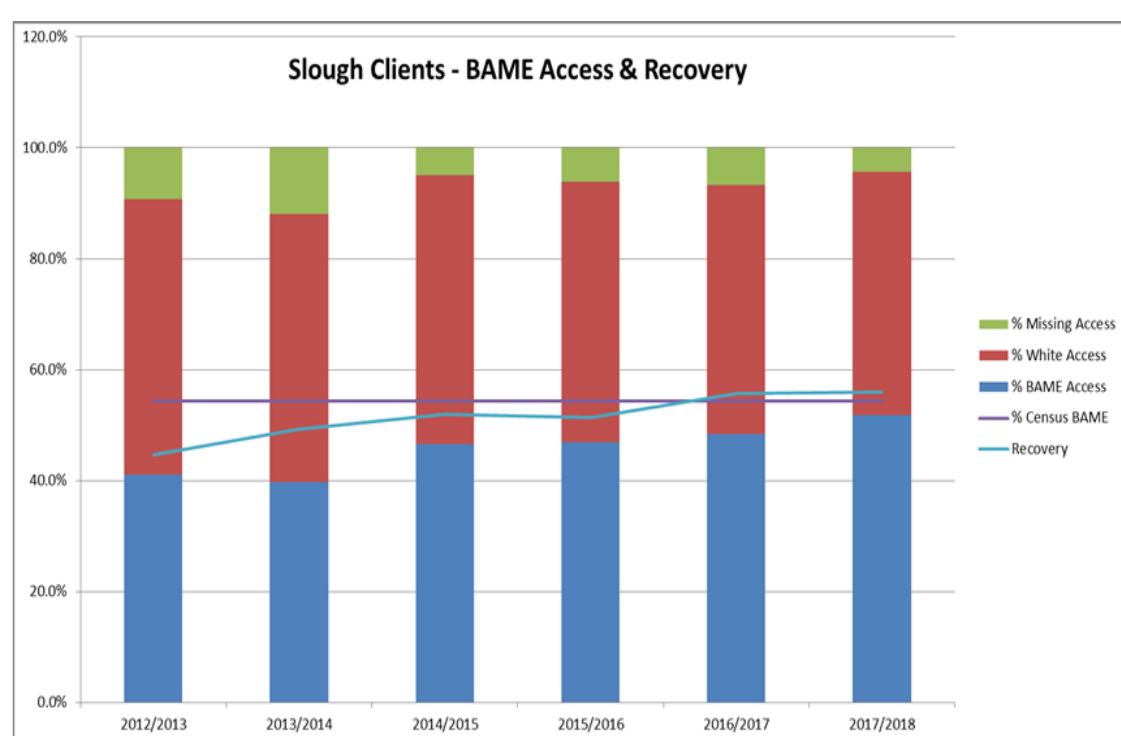
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Summary of project

Referrals into a well established IAPT service in Slough did not reflect the diverse population. A project was set up in 2014 to increase BAME access and the profile of the service in the local community. The percentage of BAME referrals increased from 2014/15 to 2017/18 and key relationships were developed with GPs, stakeholders and service users. Recovery rate increased from 45% to 56% during the project.

What we did

- Researched local communities and identified barriers to referral
- Gathered feedback and increased engagement through patient forums
- Increased awareness & referrals by developing strong relationships with key stakeholders including health & social care professionals, third sector and faith & community groups
- Recruited staff who reflected the diversity of the Slough population; provided cross cultural supervision
- Communicated with residents during outreach activities in libraries, shops, colleges and provided drop-in clinics in GP surgeries and community hospital
- The project team met monthly to review and plan activity against key performance indicators.



Next steps

- Increase access to at least 25% of people with common mental health conditions by 2020/2021
- Continue to develop integrated services between Slough IAPT and primary/community services to reach people with co-morbid physical and mental health conditions
- Develop our understanding of cultural aspects of mental health conditions among BAME clients and how these interact with long-term physical health conditions

Background to the project

The Berkshire town of Slough has a diverse local population in which 54% of the population is *BAME. Service users tend to have more complex issues and higher than average experiences of trauma. Slough is ranked 78th out of 152 for **deprivation where 1 is the most deprived. Despite having a well-established IAPT service in Slough, the referrals received did not reflect the diversity of the population. Talking Therapies therefore undertook an outreach project to increase BAME access with an additional focus on quality and improving recovery. The project was set up in 2014 with two main goals:-

- To increase referrals from BAME service users GPs and other key stakeholders
- To develop excellent relationships with GPs, key stakeholders, faith and community groups to increase the profile of the service

What made a difference?

- Staff outreaching into the local community and faith groups
- Finding creative and flexible ways to reach people and start conversations.
- Building good relationships founded on mutual trust and understanding.
- Investing in time and personnel is required to understand needs and increase access.

*2011 Census population of Slough: 54% BAME; 35% White British, 11% White Other

**based on the 2015 Indices of Multiple Deprivation average score for upper-tier unitary authorities in England

