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Focus Group

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Service / Project Reviews - Community Development Programme

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Subject	Discussions/ Suggestions	Outcomes
<i>What are the health and social care needs of BME communities in Central Norfolk?</i>	<ul style="list-style-type: none">• <i>Health and social needs should be aligned together</i>• <i>Humanitarian approach should be included in mental health practice</i>• <i>The CCG should be interested in what prevents people from coming to them.</i>• <i>Non-Medical model in mental health should be promoted by the CDW service- look at the existing techniques of addressing mental health issues within ethnic groups and build on the available knowledge</i> <p><i>Specific examples- Bulgarians/Russians find it difficult to admit that they have problems- huge stigma related to mental health</i></p>	<p><i>CDW action points- Run culture specific MH awareness/wellbeing talks, workshops.</i></p>
<i>How do we make our service better in improving communication between our services and your community?</i>	<ul style="list-style-type: none">• <i>Location of the HQ: There is a need for easy accessibility</i>• <i>CDW membership on CCG Community Engagement panel to represent BME voices</i>• <i>Link up with Equal Lives to raise service profile</i>• <i>More resources</i>• <i>Education of health care providers</i>• <i>Work closely with the NSFT- invite decision makers to influence changes</i>• <i>BME service users need to understand the UK health Care system- Peer communication</i>• <i>Recruit a spokesperson from BME background- Norwich Mind perceived as a charity serving for the white homogenous population only</i>	<p><i>CDW/Norwich Mind action points- help improve other Norwich Mind services reflect diversity in their services. Norwich Mind Board of Trustees representing minority ethnic communities in Norfolk.</i></p>

<p>What are the major barriers to accessing MH services?</p>	<ul style="list-style-type: none"> • <i>Stigma</i> • <i>Cultural approach (discrimination, rejection by members of the same community)</i> • <i>Medical system: the Chinese herbal approach works for them. There is need to adapt community health care approach to the health care module</i> • <i>UK health practice</i> <ul style="list-style-type: none"> ➢ <i>Lack of knowledge</i> ➢ <i>Clinical approach: Psychiatrist needs to move away from a strict medical approach</i> ➢ <i>Lack of personalisation approach</i> ➢ <i>Lack of understanding of individual background</i> ➢ <i>Quick prescription</i> ➢ <i>Cultural differences</i> <p><i>Suggestions</i></p> <ul style="list-style-type: none"> • <i>Membership: Invite Senior managers like medical director and secretary, Carers Governors, service user Governor, nursing director etc., to be part of the conversation about psychiatry, mental health and health services</i> • <i>Education and training for health care providers.</i> • <i>Health Care providers should address causes rather than symptoms.</i> • <i>Use translated information on Norwich Mind website and social media</i> • <i>Need for senior managers to hear first-hand from BME service users.</i> • <i>CDW should put up a proposal to champion a non-clinical approach to mental health</i> 	<p>-</p>
<p>What factors prevent people from Engaging</p>	<ul style="list-style-type: none"> • <i>Fear; fear of not knowing where to go and stigma</i> • <i>Ignorance of mental health care professionals about cultural differences</i> <p><i>Suggestions</i></p> <ul style="list-style-type: none"> • <i>Need to engage with young people for early intervention</i> <ul style="list-style-type: none"> ➢ <i>Youth Groups: schools and colleges</i> ➢ <i>Training for pastoral teachers in schools</i> ➢ <i>Getting involved with youth services</i> ➢ <i>Religious groups- churches, mosques, synagogues to promote positive mental health</i> • <i>GPs shouldn't be the first place to go</i> • <i>Promote and encourage integration- Educate BME people about the UK system, law and culture</i> 	<p>-</p>

<p><i>How do we raise awareness and support your community better?</i></p>	<ul style="list-style-type: none"> • <i>Talk more about wellbeing not mental health</i> • <i>The effect of language that surrounds mental health limits its ability to deal with issues and interest of potential service users</i> • <i>Run awareness courses for journalists to promote a positive image through media</i> • <i>Use creative ways to talk about mental health- through Art, sports</i> 	<p>-</p>
<p><i>How do we reduce mental health stigma in your community?</i></p>	<ul style="list-style-type: none"> • <i>Change the way mental health is talked about- redefining mental health?</i> • <i>Give BME people ability to make informed choices- promote this in all services we provide</i> • <i>Recruit BME Mental Health Champions</i> 	<p><i>CDW Action points- organise a get together of all BME people who have attended MHFA training to recruit MH champions for BME communities</i></p>
<p><i>What do you think of our promotional material- Flyers and Brochures</i></p>	<ul style="list-style-type: none"> • <i>CDW flyers distributed in all neighbourhoods not just GP surgeries and libraries</i> • <i>Local BME magazines, NSFT magazine - write articles promoting the service- use true client stories not just service statements</i> 	<p>-</p>

