

NORFOLK AND NORWICH UNIVERSITY HOSPITAL (NNUH)



NNUH team (not all shown): Dr Jason Cheung, Anna Lartey, Alexandra Young, Jessica Harrod, Megan Lawton and Deborah Holder

Introducing our team from Norfolk and Norwich University Hospital, led by Jason. Read on to find out how they're using the Lab to improve clinical outcomes for their Polish patients by increasing access to structured education.

In Thetford, Norfolk, the Polish migrant community is rapidly increasing. This increase in population has not been reflected in the uptake of diabetes structured education programmes, which remains at low uptake.

Many of these individuals work shifts and speak limited English, both of which are known barriers to accessing healthcare services. Discussions with the community highlighted additional barriers, including lack of trust in the service providers, poor transport services, and cultural differences in service delivery and health messages.

How can we ensure that this population receives the care they need in a culturally appropriate and relevant way?

Here's where our team comes in

Working across 2 surgeries, Grove Road surgery and School Lane surgery, the team from NNUH have met with several Eastern European patients to gain their interest, build their trust, and receive their suggestions for the service.

“ *We're very good at looking at data and using that to determine our actions. But the Lab is a very different way of working; engaging with so many people first, that was very different.* **”**

From these discussions, the team identified that the Polish community want to attend structured education programmes, but the existing offer wasn't accessible or culturally appropriate. So, the team started connecting with gatekeepers within the community, including the Polish Community Association and the patient supporters' group, to help gain further insights on how best to provide this service. These gatekeepers provide both culturally specific information and access to other community groups.

Whilst the NNUH team has made great progress and has been co-working with community members every step of the way, their work hasn't been without barriers. The largest of which has been time. With hospital pressures, patient pressures and staffing shortages to contend with, the team have not had an easy job on their hands. But even in the face of adversity, they're motivated and looking towards the future.

“ *What excites me about this, is we're hoping to use this model for other areas and in other GP practices and for other underserved population groups.* **”**

We're looking forward to hearing how they get on and will keep you updated here and on Twitter, (@DiabetesUKProf).