

Gypsy/Travellers Action Plan

2020-2025

This action plan has been devised in line with the National Delivery plan for NHS and Health and Social Care Partnerships.

Operational deliverables.

Gypsy / Travellers

The term 'Gypsy/Travellers' refers to distinct groups – such as Roma, Romany Gypsies, Scottish and Irish Travellers – who consider the travelling lifestyle part of their ethnic identity. At the last census, 'White Gypsy/ Travellers' were included as an ethnic group in their own right; over 4000 declared they were Gypsy/ Traveller, in 2011.

76 per cent of the 'White: Gypsy/Traveller' group were born in Scotland.

Health Inequalities

People who recorded their ethnicity as 'White: Gypsy/Traveller' rated their health as worse than people from other ethnic groups.

Only 4% of Gypsy Travellers lived beyond the age of 70.

Fifty nine percent identified themselves as having a long-term condition, and twenty six percent as having two or more long term conditions and ten percent as having three or more long term conditions. White: Gypsy/ Travellers have a female prevalence twice that of white Scottish women and male prevalence 3.5 times that of white Scottish men reported in the same census.

Those from the 'White: Gypsy/Traveller' group reported the worst health, with around a third of this group reporting 'fair', 'bad' or 'very bad' health.

Appalling low life expectancy combined with deep rooted prejudice and racisms including the use derogatory and in appropriate language.

Aim of this plan

The aim of this plan is to promote equality and improve health.

The plan sets out actions which intend to address access to services, reduce inequality, address cultural discrimination and engage and involve Gypsies and Travellers, in line with the current national deliverables plan.

The intended outcomes are;

Public Services deliver more culturally sensitive services which are also relevant and accessible to Gypsy Travellers needs.

Gypsy Travellers are encouraged to be involved in planning and decision making regarding their own care, and the design or delivery of services on a person centred basis or as part of corporate policy making.

We will improve our knowledge of their health and lifestyles, by collecting data and information about Gypsy Travellers and making use of this to inform development of services, staff competencies and planning.

Partners will aim to provide a more integrated approach, reducing duplication and replication and ensuring appropriate use of all resources.

Number	Issue	Activity	Delivery owner	Progress	Status
1	<p>Ensuring Gypsy/ Travellers know and understand their "Patient Rights¹" in accessing NHS and Health & Social Care services across Scotland</p>	<p>Improving access to NHS and Health & Social Care (HSC) services nationally – in hours and out of hours</p> <p>Access to Health Records at point of care</p> <p>Explore culturally appropriate technology-enabled solutions to data and record sharing when people move between Health Board areas or between countries, in line with the long-term aim of Digital Health and Care Strategy</p>	<p>Equality and Human Rights strategy group</p> <p>GT Steering group</p>	<p>Cards promoting rights to register at GP practices have been launched with quotes from the Ministers on 15 September 2019 . It is accessible from the link below: http://www.healthliteracyplace.org.uk/tools-and-techniques/access-to-healthcare-gp-registration-cards/ Hard copies of the cards can be ordered by contacting - HealthLiteracyScotland@gov.scot</p> <p>NHS Inform is undertaking a discovery piece around people's needs in terms of health information, with a focus on self-care and channel choice. The intention is for the research work to be completed by Autumn 2019. Delayed</p> <p>Care navigation work: NHS Inform Engagement Team working with GP practices to raise awareness of their digital resources and how these can support the work of primary care colleagues and patients</p> <p>Agreed to promote NHS Inform/NHS 24 on UK wide Gypsy/Traveller websites and helplines</p> <p><i>Deliverable note</i> Access to Community Health Index (CHI) number for those Gypsy/Travellers who move under 3 months of registering with a GP Practice. Clarification of the CHI Number Explanatory Notes includes Gypsy/Travellers as one of the exceptions for Temporary registrants who could be allocated a CHI number - <i>When a patient registers as a Temporary Resident with a GP Practice the information is only captured in the GP IT system of the temporary GP Practice. If the patient requires a referral for any reason and needs a CHI number the patient can get this from their previous GP Practice, Practitioner Services or the NHS Board</i></p>	<p>These have been circulated and distributed 2019</p> <p>For refresh distribution in September 2021</p> <p>Promote locally and ensure digital inclusion work also reflects these priorities</p>

				<p><i>in to which the patient is referred. If the patient has no CHI number this can be managed by the NHS Board as in the NHS Boards / Secondary Care section. This would be the same for patients temporarily in the area as a result of coming from England, Wales or Northern Ireland as it would for those from outwith the UK. Members of gypsy/traveller communities are also able to register temporarily and, if a CHI is needed, the same process should be followed</i></p> <p>The national digital platform being developed by NHS NES will allow for the secure flow of people's information across health board boundaries. It will look to provide people with access to the health record they need, when they need it and in the format that they need it in.</p>	<p>Local policies in relation to patients accessing their own records-ensures all communities including GT communities are able to access without discrimination.</p>
2	<p>Provide staff in the NHS and Health and Social Care Partnerships (HSCP) with support and training to raise awareness and understanding of the rights of Gypsy/Travellers to access their services. Work with MECOPP to support Women's Voices face to face training sessions with NHS / HSCP staff</p>		<p>NHS Fife Patient relations and Equality and Human Rights Strategy group</p>	<p>The NHS Fife Gypsy/Traveller e-learning module on LearnPro was launched by NHS Health Scotland on 8 October 2019 (tweeted from Learning and Development account https://twitter.com/NHS_HS_LANDI/status/1181575531642392577)</p> <p>Module to be made available via TURAS by end of March 2020, to enable accessibility to the NHS as well as other public sector services (Fire, Police etc.). TURAS to be approached to include links to the Its Kushti to Rocker vimeos and on Gypsy/Traveller history.</p> <p>Information about the face to face training piloted by NHS Lothian and MECOPP has been shared with National Health and Social Care Gypsy/Traveller Forum. MECOPP and Article 12 to be approached to consider running webinars of their training. Locally to ensure cultural awareness training or awareness includes knowledge or address discrimination.</p>	<p>NHS Fife monitors completion of the module and reports via the EQ HR strategy group</p> <p>Promote GT history month</p> <p>Request for evaluation and share</p>

3	<p>Tackling Discrimination, Promoting Human Rights (Cross cutting issue)</p>	<p>Support and encourage culturally appropriate local conversations between Gypsy/Travellers, NHS and HSCP to ensure needs of the community are understood and met in key areas of health and social care delivery.</p> <p>Support consistency of approaches being followed by Scottish NHS & HSCP in access to services, clinical pathways and discharge procedures and support</p>	<p>Equality and HR strategy group</p> <p>Communications dept</p>	<p>Met with NHS Board and HSCP Equality Leads on 6 November 2019, to encourage and promote feedback from Gypsy/Travellers on NHS and HSCP services - 'What Matters to You' approach e.g. stories. A short survey has been circulated to the EQIA leads requesting further information. Report will be available in January 2020</p> <p>Look at working with Care Opinion and Patient Advice and Support Service (PASS).</p> <p>Raising awareness among the community of the ways of giving feedback to Health Boards via publicising in Travellers Times. Friends, Family and Travellers charity are keen to support a webpage on news from Scotland.</p> <p>Locally we will promote awareness of patient relations, care opinion and ways of engaging with health and care.</p> <p>Annual EQIA reports will be quality assured as part of the current process –checking GT reflections and recommendations are taken into planning and account. Reports to summarise assessment of any differential impacts on Gypsy/Travellers, actions taken to address these impacts, taking into account local conversations (above) and plans for monitoring.</p> <p>A national SLWG has met twice and agreed to work with Women's Voices to produce a Mission Statement by mid – February 2020 for the NHS Board CE and Chairs. This Mission Statement will commit NHS leaders to tackle the stigma and discrimination experienced by Gypsy/Travellers; promote their human rights to health and health care; and identify key commitments around engagement, trust and accountability.</p>	<p>Report will be available in January 2020</p> <p>Local action via patient relations dept and use of on line media/social media</p> <p>Local action as part of the EQ Hr strategy group quality assurance programme</p> <p>Agree and communicate mission statement locally</p>
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4	Sharing of good practice across Scotland	Establish and sustain a Forum for those in NHS Boards and HSCP who have a lead role in tackling health inequalities and improving the health and well-being of Gypsy/Travellers	GT Steering group	<p>A National Health and Social Care (H&SC) Forum, to improve the health and wellbeing of Gypsy/Travellers, has been established and will meet twice a year with papers and information hosted on the ScotPHN website. https://www.scotphn.net/networks/scottish-nhs-gypsy-traveller-forum-sngtf/sngtf-introduction/</p> <p>The forum met in October 2019.</p> <p>Local updates, current practice and issues/concerns were discussed. The discussions highlighted several areas that could be explored further by the forum e.g. engaging with Liaison officer/site manager’s forum about the delivery plan, sharing local pro-formas for assessing healthcare and other needs of transient groups, training and the role of community pharmacy.</p> <p>The forum meets regularly-all are welcome.</p>	NHS Fife is represented and will feedback to group any developments or information.
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5	Vaccination Programmes (aligning Early Years Vaccination Programme with Public Health priorities)	<p>NHS Health Scotland is conducting evidence review to inform the new service delivery models under Vaccination Transformation Programme (VTP).</p> <p>Immunisation for Gypsy/Travellers is one of the themes being reviewed</p>	Fife HSCP	<p>Evidence review completed and published in March 2019 on Public Health Scotland.</p> <p>Local Health Board immunisation leads will decide how the evidence review is useful to them locally as they change immunisation service delivery under VTP.</p> <p>A short film is planning to be developed by NHS Health Scotland and Women’s Voices to promote childhood immunisation.</p> <p>Local action required to support delivery of vaccination for Flu and</p> <p>COVID</p>	<p>Share review to support roll out of vaccinations programmes-request presentation and update from vaccination lead Fife.</p> <p>Local action required-request planning details and delivery details</p> <p>Covid vaccinations have been discussed at inclusion group, paper drafted and submitted to silver command. Links made with NHS Tayside and partners to service GT families on border of two regions</p>
6	Health Screening	<p>Gather and share evidence on how to improve uptake of cancer screening.</p> <p>Develop and test a multi-disciplinary Health Screening tool /checklist, possibly something similar to Keep Well</p>	NHS Fife Public Health	<p>Further information on SG funded Fife initiative required.</p> <p>Learning from Forth Valley showed that screening rates can be higher than the general population if services suit the needs of Gypsy/Travellers (e.g. block booking appointments, transport).</p> <p>A training session for Breast and cervical screening with Gypsy/Travellers was organised by Heather McAdam, Screening Engagement Practitioner, Argyll and Bute, NHS Highland, in partnership with MECOPP and Women’s Voices.</p>	<p>Report required and shared locally To discuss with PH Fife and explore how to promote screening better.</p> <p>Bring training opportunities to our local GT community.</p>

				<p>Once the report is available, the plan is that it will be shared with the NHS Gypsy/Traveller Forum to encourage other NHS Boards to undertake similar training sessions with their Gypsy/Traveller communities.</p> <p>Going forward it might be useful, at a Scottish level, to develop culturally appropriate information for Gypsy/Travellers about screening to encourage and enable more members of the community to take up screening opportunities.</p> <p>Consideration of developing a short film to encourage the uptake of screening among the community.</p>	
7	First Aid		Fife GT Steering group	<p>Planning for roadshows is underway. Save a Scotland (SALS) has recruited one of their partners – Chest, Heart & Stroke (CHS) Scotland, to deliver the roadshows with them. As a result the roadshows will offer training in CPR (including for children) and also signs of and prevention messages related to chest, heart and stroke conditions. CHS Scotland will offer heart and blood pressure checks.</p> <p>As of Nov 2019 three areas have signed up for a roadshow, 2 Health Board areas and one 3rd sector – Fife, Lanarkshire and Article 12.</p> <p>Article 12 run a youth group in Camelon and would like a roadshow delivered to the group. SALS are working with all areas to plan and deliver the roadshows.</p> <p>Roadshows have been promoted to the National H&SC forum and the NHS Equality & Diversity leads network.</p>	<p>Update required on roll out and further work to encourage uptake</p> <p>Further promotion will be done to encourage more areas to sign up.</p>

8	Community Link Workers (CLW)	CLW, based in GP practices, have good conversations with patients to enable them to identify their priorities for their health and well-being	Fife Council Community work	Three CLW work out of the Govanhill Practices with a focus on supporting the Roma community. NHS Health Scotland is evaluating part of the CLW programme and will highlight any learning/specific issues relating to the work with the Roma community	Evaluation and presentation, with view to rolling out
9	Scottish evidence on health and care needs, experiences and outcomes (Cross cutting issue)	Work with Academia, NHS Boards, HSCPs and third sector to encourage and promote high quality research to help improve the health and well-being of Gypsy/Travellers in Scotland	Equality and HR Dept	Dundee University is leading a research bid to the Public Health Research Programme and National Institute Health Research on Gypsy/Traveller Community Health Workers The health needs assessments undertaken by NHS Boards and HSCPs is hosted on the ScotPHN website	Fife to link in when possible and to listen and learn from any research undertaken
10	Gender Based Violence, aligning with new Scottish Public Health Priority - Safer Communities	MECOPP and NHS Health Scotland will work with Women's Voices to pilot workshops on 'Healthy Relationships' and 'Safety Planning'. The aim is to run this with other Gypsy/Traveller women in the future	Gender Based violence Nurse Advisor and Fife Violence against women group	Key stakeholders have been identified and challenges discussed Workshop planning meeting set up with MECOPP, looking at potential for piloting workshops in Perth & Kinross; Argyll and the Lothians	Identify any local activity/ link in to the national work Discuss and actions any potential support locally for Fife GT women
11	Mental Health & well-being (Cross cutting issue), aligning with new Scottish Public Health Priority – Having good mental health & well-being	Identify, with young Gypsy/Travellers what information and support they feel they trust and need to improve their mental health and well-being SG Children & Young People's Mental Health Taskforce recommendations on how to improve the way mental health services are organised, commissioned and provided to make it easier for young people to access help and support when needed	Mental Health Services Childrens services HSCP	ScotPHN is progressing with Dialogue & Action 12 running an event on 14 February 2020 on young people's mental health and well-being priorities. A Graphic Illustrator will support the event producing images describing the discussion and recommendations Recommendations on culturally appropriate actions to improve the mental health and well-being of young people to be identified by the end of March 2020, which might include community mental health workers, needs assessment and an App resource The Taskforce published their final set of recommendations	Group to hear about local mental health work for children and young people being designed and developed with them involved. And seek for the evaluation to reflect needs of new services ability to support GT CYP. FC Education services to lead.

				<p>in July 2019. These recommendations provide a blueprint for how children and young people's services should support mental health</p> <p>The Taskforce incorporated workstreams, which were to advise and guide the Taskforce in making the recommendations. Findings from the workstreams were presented to the Taskforce to help inform its recommendations. The At Risk workstream considered the needs of various groups who may experience barriers to receiving mental health support including; young Gypsy/Travellers. Following the publication of their final recommendations it was announced that the work of the Taskforce would be taken forward by a new programme board – the Children & Young People’s Mental Health and Wellbeing Programme Board.</p> <p>To better support adult mental health and wellbeing, we want to:</p> <ul style="list-style-type: none"> • bring greater focus to inequalities in mental health. by working with partners, including those with lived experience, and representatives of Gypsy/Travellers, to help us to collectively understand the underlying issues and begin to set out actions • following on the above, in partnership with See Me, we will take forward actions to identify and address the specific issues relating to mental health stigma, discrimination and exclusion that Gypsy/Travellers experience • work with partners to promote kindness and compassion in public services and to ensure mental health is embedded in all policies in Scotland. 	<p>Promote mental health to local community Ensure access to services Evaluate role of support offered Via See me campaign identify and address issues relating to mental health stigma.</p> <p>Compassionate service training</p>
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				We expect this work to have a positive impact on a range of population groups over time, including Gypsy/Travellers	
12	SG Funded Pilot Community Health Matters	Recruit and support Community Health Workers from the Gypsy/Traveller community to provide health advocacy on a wide range of health and social care issues		NHS Grampian and Aberdeenshire HSCP will lead this project and recruit and support Community Health Workers (CHW) CHW will be offered accredited training via CHEX, Health Issues in the Community Dundee University has been commissioned to evaluate and research the CHW project	This project has moved to Mecoop to deliver.
13	SG Funded Pilot Mothers Matter	Improve Gypsy/Traveller access to maternal and child health services, as well as income maximization services		NHS Fife launched Mums Matter on 13/11/19. A Core Group has been established and an evaluator appointed. Evaluation completed and published. Local improvements to BadgerNet, in terms of collecting data, have already been made. A meeting has been set up to review parent information on MMR and Safe Sleeping. Discussions with Perinatal Mental Health Team nationally and locally is taking place to identify support and resources for Mums Matter. Recruiting 'Wise Women' from community to support the mental health & well-being of pregnant women and those with young children. Is being explored with Women's Voices	Report completed and promoted, available on EQ HR pages
14	SG Funded Pilot Communication Matters	Support and train community pharmacists to use health literacy tools and techniques.		NHS Lothian will lead this project which will report to the Scottish Health Literacy Action Group An e-learning module for TURAS has been scripted and engagement with Community Pharmacists in West, East & Midlothian has been undertaken. The draft is module was tested in East Lothian and implementation and evaluation will be supported by the led pharmacist in HIS	Request update

15	Accommodation, health and well-being (Cross cutting issue)	NHS Health Scotland funding Planning Aid to pilot use of the Place Standard for Gypsy/Traveller sites and will report on this pilot later in the year.		The Place Standard Report launched on 28th November 2019 by NHS Health Scotland and shared at the Place Standard Experiences Event	Share report and learn from findings
16	Dentistry and oral health				
17	Children and young people's rights				
18	Stop Smoking				