



**We are**  
**#TeamUHD**



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Clitherow Trust**  
serving marginalised communities

**NHS**

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## 'TOP TIPS' for Engaging with GRT Communities

Communicating right with the right person – ask who the right person is to communicate with and don't assume the person can read or write – verbal and visual is likely to be the best. How do we notify individuals that don't read or write about appointments to avoid them being missed?

Don't make assumptions within the community – everyone is an individual after all.

Be aware of their culture and traditions, e.g. volume of families and visitors – compromise/negotiate. Use the parents or a nominated person to explain any plans agreed. Often there can be a female / male split.

Be aware of the environment the patient is in – a closed room vs outside air that they are used to- is there a window available? Can you go outside to have difficult conversations?

Be aware of the high levels of male suicide in the community.

Ask what the patient/visitor needs – treat them with respect.

Build trust and build relationships with family members – so important with GRT communities because of their lack to trust for statutory bodies or authority. Think about using trusted people like Clergy/chaplains or GP (if applicable)

Think about the language being used – especially acronyms. Use reflecting back techniques to ensure they understand.

Appoint a 'Link' or 'Champion' person(s) for GRT communities – seen as important to make the whole experience easier and more comfortable for both parties. Ideally someone who is likely to be around for a few years. A member of the Chaplaincy team was suggested. MCT to give deeper training when appointed.

Consider the use of BCP employees (e.g. Traveller Liaison Officers or similar) or Health Visitors) who understand GRT communities if difficulties arise.

<https://www.england.nhs.uk/6cs/wp-content/uploads/sites/25/2015/03/healthcare-passport.pdf>

[My care passport - guidance.pdf \(uhd.nhs.uk\)](#)

Prepare other patients in any shared room to expect larger groups / numbers of visitors.

Be flexible in applying processes to take into account culture etc.

Remember to internally communicate if a GRT family is coming in – especially at night-time – so others on duty know that there could be groups of people around.

Can we use a 'Care Passport' approach especially when dealing with itinerant families to ensure consistent care is given.

**We are** **caring** **one team** **listening to understand** **open and honest** **always improving** **inclusive**