

# Working Together



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## Improving Access to Screening for Ethnic Minority Communities in Wales



[phw.nhs.wales/screening](https://phw.nhs.wales/screening)



Scan here

# Introduction

This guide sets out how you can support ethnic minority communities to find out about and take part in NHS screening in Wales.

We can all play a part. This includes screening staff, community workers and health professionals.

You can use this guide to find out what steps you can take to support your community. These are based on what people from across Wales have told us.



## Useful Tip

Screening can be a sensitive subject for many cultures and may not be talked about openly. Approach conversations sensitively and in an environment where members of the community feel comfortable.



**“ We played an active role organising a focus group for our service users to give their thoughts and feedback about screening. This was to help Public Health Wales improve access to screening for ethnic minority communities. ”**

Race Equality First

# Screening Knowledge

## Things you can do:



**Attend screening awareness training** to improve screening knowledge which can be shared in the community.

To book onto the training, visit the [community, training and education page](#).



**Start conversations about screening** with community members. You may want to do this as a one-to-one conversation or as part of a group. This can help increase awareness and break down barriers.



**Identify support workers and volunteers to act as champions** and signpost to the screening awareness training. Trusted members of the community can play an important part in raising awareness and improving understanding of screening within the community.

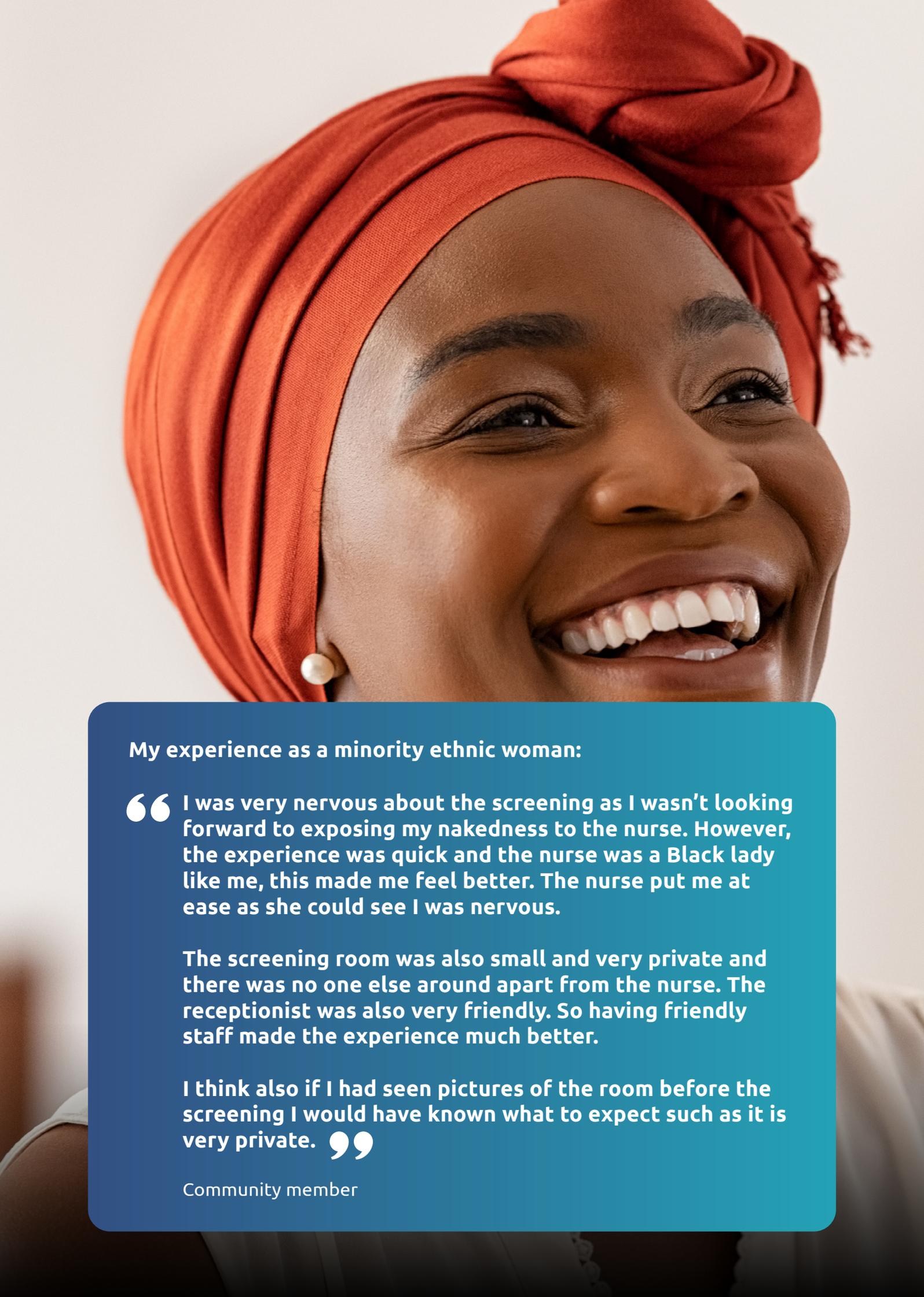


**Find out the screening data in your area.** This can help identify areas of low screening uptake.

Screening data is available on the [Programme Reports pages](#) on each of the screening programme websites.

“ Our staff and volunteers have attended the screening awareness training. It has provided us with the knowledge to share information and talk to the community in a way that is culturally accepted and in their own language. ”

Race Equality First



**My experience as a minority ethnic woman:**

“ I was very nervous about the screening as I wasn't looking forward to exposing my nakedness to the nurse. However, the experience was quick and the nurse was a Black lady like me, this made me feel better. The nurse put me at ease as she could see I was nervous.

The screening room was also small and very private and there was no one else around apart from the nurse. The receptionist was also very friendly. So having friendly staff made the experience much better.

I think also if I had seen pictures of the room before the screening I would have known what to expect such as it is very private. ”

Community member

# Information and Support

## Things you can do:



**Support community members to read and understand their screening letters.** People may need help knowing where to go and how to get to their appointment.



**Identify people's communication needs.** Let people know they can ask for screening information in different languages, or in Easy Read by contacting the screening service when invited.



**Support community members to understand why screening is offered** using resources such as Easy Read leaflets and screening videos.



**Support people to arrange an interpreter** by contacting the screening service before their appointment.

Accessible Resources can be found on each screening programme website.

Screening services do not expect family members to be used as interpreters.



“ I was able to chat to the community about the different screening programmes available using the Z card resource. They were really easy to use and a good size for people to take away. ”

Public Health Professional

## Useful Tip

Screening can be complicated to understand. Use simple language and avoid medical terms and jargon. Easy Read resources include pictures and can help explain and prepare people for screening.



# Information and Support

## Things you can do:



**Support people to use translation tools on websites and apps.** They can read information aloud and provide written translation in a range of languages.



**Let people know they can contact the screening programme** to ask for a longer appointment and take someone with them for support.

Contact details can be found on each screening programme website or on screening letters.



### Let people know:

- All staff taking the breast screening x-ray are female.
- They can ask for a female nurse or doctor when booking their cervical screening (smear) test.

“ A client was called for cervical screening but was scared as she had been sexually abused and was worried about the stigma. Her support worker spoke to her GP to explain the situation and arranged to go with her to the appointment. The nurse taking the test took the time to explain what was going to happen and why it was important. This helped her feel more comfortable and able to have cervical screening. ”

Community Health Worker

# Community Engagement and Collaboration

## Things you can do:



**Download, share and display screening information on social media and messaging apps** such as WhatsApp.

Resources can be downloaded from the [Promotional Resources](#) pages on screening websites.



**Encourage community members to give feedback** about their screening experience. This can help make improvements to services. Feedback can be given by contacting the service or visiting the Feedback pages on the screening websites.



**Support community members to talk about screening.**

This can help break down barriers and dispel myths about screening.



**Contact the Screening Engagement Team** by email if you would like to share the work you are doing or have ideas about how we can work together.

“ Working with health care professionals and the Muslim community we held events within Mosques and community venues. ”

Public Health Professional

## Useful Tip

It might be helpful for some people to talk with a health professional about screening before taking part. This can help prepare people for their appointment so they know what to expect.



# Links and Resources

## Community Training



Screening awareness training



Screening promotional resources

## Accessible Resources



Abdominal Aortic Aneurysm screening



Diabetic eye screening



Bowel screening



Antenatal screening



Breast screening



Newborn hearing screening



Cervical screening



Newborn bloodspot screening

“ We were able to talk to people about screening, give accurate information and ‘myth bust’. We used the bowel screening instructions and sample test kit to show how simple the test is to complete. ”

Public Health Professional

## For More Information



Visit:  
[phw.nhs.wales/screening](http://phw.nhs.wales/screening)

## To Get in Touch



Email:  
[screening.engagement@wales.nhs.uk](mailto:screening.engagement@wales.nhs.uk)



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