



Newcastle
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Language barriers and their impact on patient care: how we can do better

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Background

- Over a million people in England & Wales cannot speak English well
- Cultural diversity is increasing (Immigration is increasing)
- Non-proficient English speakers are more likely to report being in poor health⁽¹⁾

My Experience...

- 2022 - Completed a fellowship centred around EDI improvements
- My experience as a hospital pharmacist...
 - Awkward
 - Stressful
 - Time consuming
 - **Aversion**

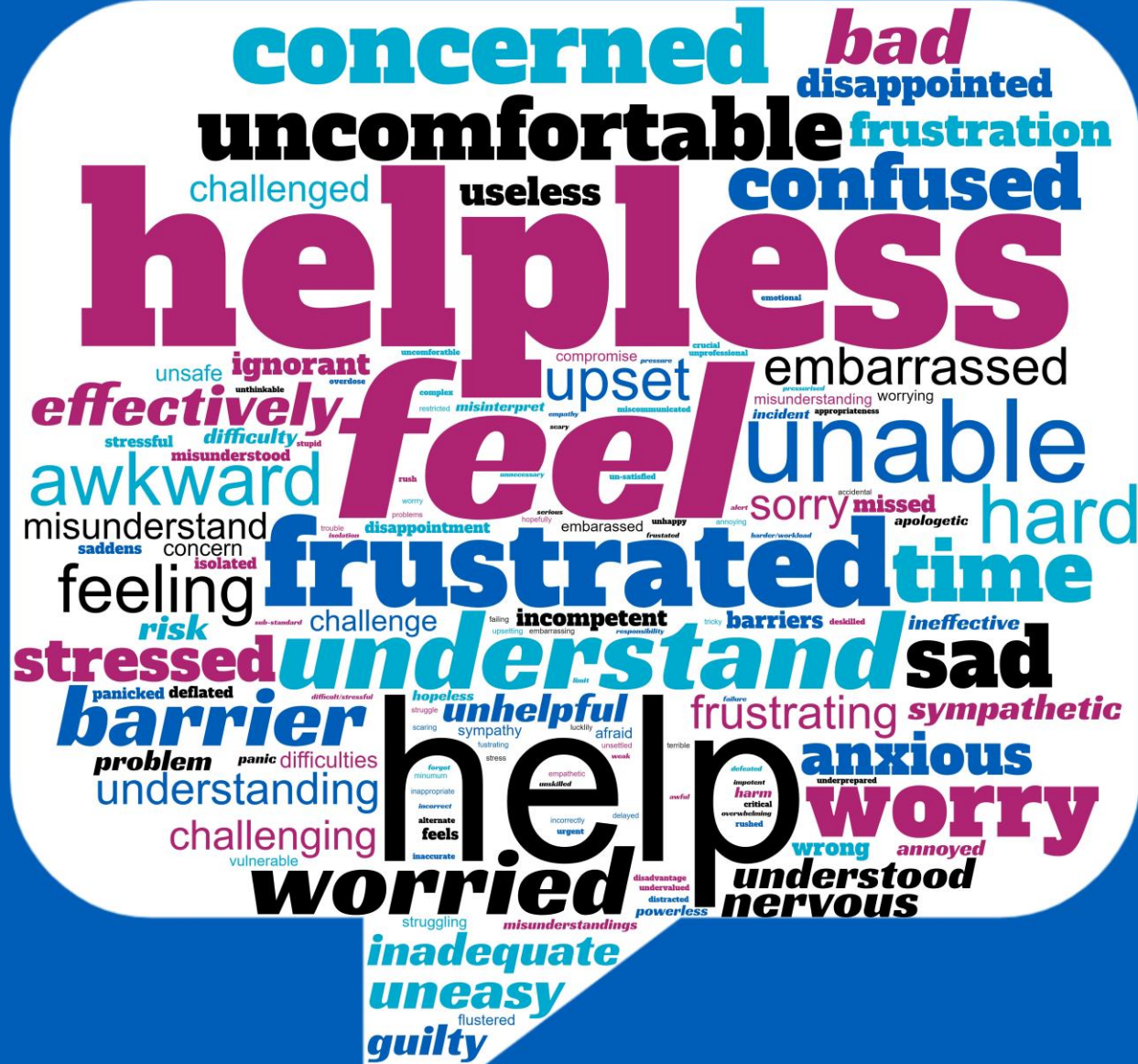
Lack of training & support
- Decided to investigate language barriers – and their impact on care
 - Survey ~500 pharmacy professionals across England

Key Investigations

1. How pharmacy professionals feel when they encounter language barriers with patients
2. How language barriers effected patient care from a pharmacy professional's perspective
3. Understand the benefits and challenges of using existing language barrier services

Primary Findings

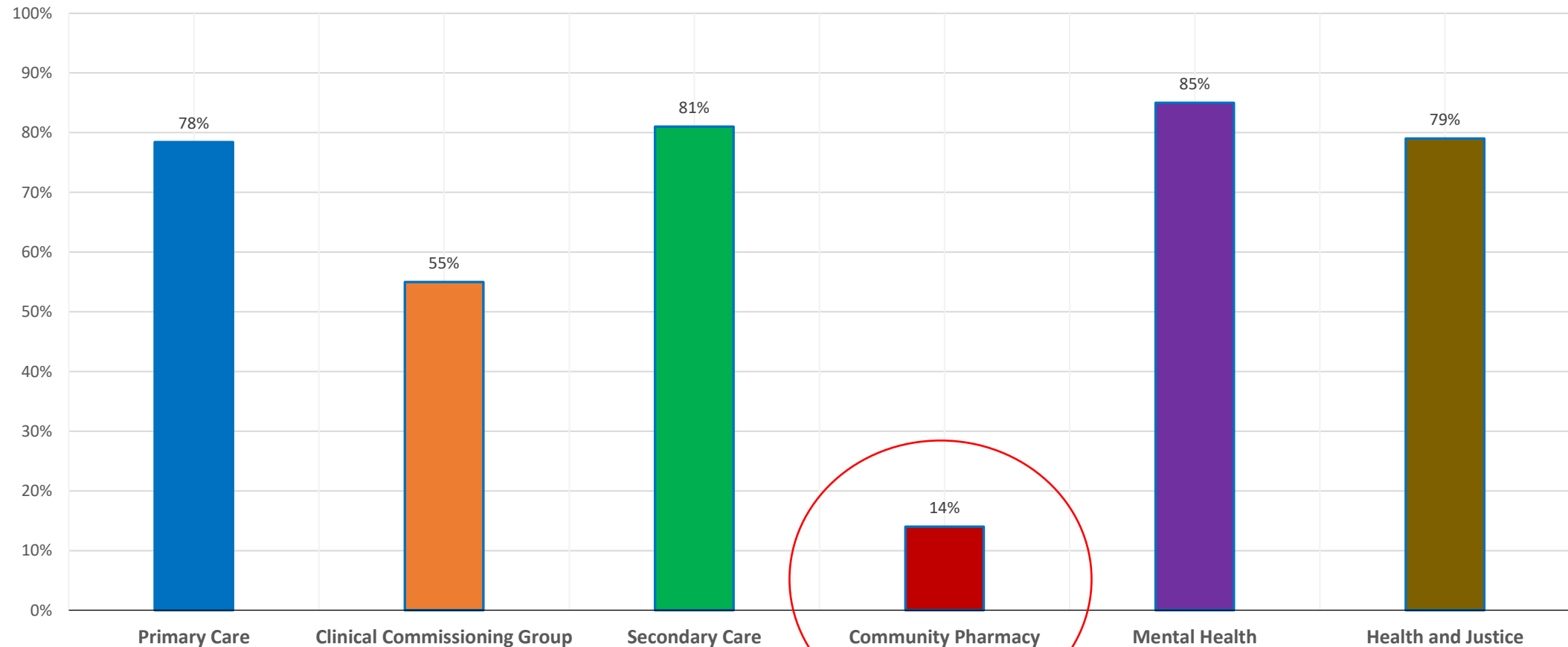
1. Overwhelming responses of frustration, helplessness and embarrassment
2. 97% of respondents think both the quality & quantity of information provided to patients can be reduced when there's a language barrier
3. 73% believe that the care they provide to patients who experience language barriers is worse
4. 78% want additional training on how to address and overcome language barriers



Other Findings

1. Many pharmacy professionals with language barrier services don't know how or when to use them
2. Language barrier services are not easily accessible
3. Less than 50% of those who had used language barrier services were happy with their standard
4. Pharmacy professionals feel they are not given enough time by their employers to care for patients who experience language barriers
5. Community sector have the worst access to LBS (>)

Proportion of pharmacy professionals per sector with access to language barrier services



Impact

1. Stressed & dissatisfied workforce
2. Inequitable patient care
3. Growing health inequalities

Key Recommendations

1. Acknowledge and act on the fact that there is a lack of E&T around language barrier management
2. Improve accessibility of LBS, particularly for the community sector
3. Review the quality assurance process around language barrier services
4. Investigate how language barriers impact care from the patient's perspective

Recommendations to you

Employers

- Are supporting your staff with time and resources?

Pharmacy professionals

- Is the level of care you are providing equitable for all patients?
 - Find out what resources are available to help you in your area
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The Impact of Language Barriers on Patient Care: A Pharmacy Perspective
By Jay Patel
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Abstract

Introduction
The number of non-proficient English speakers in England and Wales has increased over the years.

All patient-facing pharmacy professionals will interact with patients who experience language barriers during their career. Healthcare professionals should strive to provide high standard equitable care to all patients, regardless of their background. This however, is not always possible when language barriers are introduced.

Aim
To understand the experience of pharmacy professionals across sectors, when they encounter language barriers with patients.

Key Objectives

1. Investigate how pharmacy professionals feel when they encounter language barriers with patients
2. Understand the effect of language barriers on patient care from a pharmacy professional's perspective
3. Determine the benefits and challenges of using existing language barrier services

Method
A survey was distributed to patient-facing pharmacy professionals across England. Participants were asked a series of questions to help understand their experience when encountering language barriers with patients.

Introduction
The Office for National Statistics (ONS) estimates around 239,000 more people came into the UK than left between June 2020 and June 2021. This was primarily driven by non-EU immigration.¹

A total of 468 eligible responses were recorded and two subsequent focus groups were run.

Key Findings
Pharmacy professionals across sectors experience strong emotions, including frustration, helplessness and anxiety when communicating with patients who experience language barriers.

Pharmacy professionals report being under-skilled and feel they are not sufficiently trained or supported to care for patients who experience language barriers. Because of this, they feel they are not able to deliver high-quality equitable care.

There appears to be lots of variation in the quality and accessibility of language barrier services across workplaces, particularly for those working in the community sector. Overall, pharmacy professionals are not satisfied with the standard of these services.

Pharmacy professionals do not feel supported by their workplaces to utilise language barrier services.

Conclusion
Education and training around language barrier management is both needed and wanted.

Without adequate resourcing into translation and interpretation services, the health inequalities that exist within our healthcare system will continue to grow.

HEALTHCARE INEQUALITIES

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Inclusive Research Considerations



Non-spoken language



Research Champions



SCAN ME



No 'one size fits all' approach



Digital literacy



Questions?