

Supplementary written evidence submitted by Dr Wen Wang (RTR0146)

- Tough management-activated action towards discriminatory behaviour to BAME health workers in NHS
- Visibility to recognise and to celebrate BAME health workers' contribution and achievement

Our evidence shows that personally experiencing discrimination from managers or colleagues increase 48% sentiment to resign among BAME health workers. This is worrying given the current staff shortage crisis in NHS and a global shortage in nurses ([10.6 million in the next 10 years](#)) and doctors, we may lose these talents ([42% doctors](#) and 20% nurses in NHS are from the BAME group). 2) It can infest external discrimination from the patients/relatives and the public (the correlation is 31%) as well as intensify burnout of BAME health workers.

Recommendations

- **Responsibility** – holding senior managers accountable in reduction of incidents of discrimination among staff, and between health workers and the public. [What get measured gets done.](#)
- **Respect** – fostering greater respect for groups who are subject to discrimination in the workplace. Respect and trust BAME health workers to do their job professionally. [Training to support middle managers and team leaders to lead a diverse workforce and to deal with discrimination related complaints.](#) Code of conduct at workplace in Diversity and Inclusion training, mentor/training for BAME health workers on culture difference.
- **Reward** – fairer career progression through ensuring accessibility to learning and training opportunities.
- **Recognition** – celebrate and highlight the achievements of health workers in these groups. Newsletters, posters, digital space to disseminate. For example, many people did not know Mary Seacole.

One thing I would recommend is to shift culture starting from better using NHS space (physical and virtual space). 'Inclusivity on the Wall'- posters of local heroes (nurses, cleaners and doctors from different ethnic groups working together) to provide NHS service. Video clips to tell positive stories of local NHS trust including staff from all ethnic background (using BAME actor's voice, being authentic), other information includes (the number of doctors who help you today, photos, etc.) this can help to manage patients' expectation (waiting time, who they get to see, etc.).

For the first R, I have also developed a 'PAST' code to help making racial discrimination a history.

- **Prioritise** Equality, Diversity and Inclusion in senior leader's job role and performance management (Pay, promotion, etc.)
- **Audit** the current policies and procedure. Did it work? Is it accessible? Is it practical given the difficulty to collect evidences? Is it confidential? Are they aware of? Do they feel safe to use them? Do they have time to use it?
- **Set** the target to reduce incidents of discrimination (NHS staff annual survey provides a good [bench mark](#) to monitor the progression)
- **Take** advantage of technology and unleash the power of bystanders by using the [Report and Support](#) App. BAME workers, co-workers, bystanders can report anonymously. The data of incidents, feedback and resolution should be monitored and published to build trust for

users, this can overcome fear to speak up due to job insecurity, career progression, [culture](#) and short of time)

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