

Helen Wall – General Practitioner at Page-Crompton Health Centre

Throughout covid-19, practice has been focusing on minimising footfall and utilising telephone and video call consultations. Such methods will continue to be developed and promoted and become the 'new norm' for many as we move forward. It is not without its challenges however, particularly for black, Asian, minority ethnic and refugee (BAMER) communities or people who have English as a second language.

Barriers include:

- translation services are not readily available
- culturally, they are used to attending in person with member of their family.
- not everyone is digitally literate or has means to access information and services in this way.

Question: Has there been an increase in the number of people presenting with mental health issues such as anxiety and depression?

Response: Yes! It is clear there is an increase in the number of people becoming mentally unwell and work is being done to look at provision of mental health services across primary and secondary care.

Bolton Council in partnership with the NHS have produced the below resource about mental health and wellbeing during Covid-19. Please feel free to share amongst your networks.



ELM009 Public info
covid Bolton version

Question: Have there been changes to, or concern around, attendance of people from BAMER communities?

Response/discussion: Efforts are being made across sectors (see updates below) to get key messages out to different communities and there is an appreciation that at the moment, the majority of this is digital and so may still not be accessible to all. BCOM have been very supportive in this however there is acknowledgement that they do not represent all.

Question: How is the medical centre going to cope when restrictions reduce? Is it expected that there will be an influx of people who have delayed presenting?

Response: There is no anticipated 'avalanche' due to delayed presentation and the way the communication that has been circulated around 'Still being open' supports people presenting in a timely manner however, professionals across the health service are preparing for challenges ahead.

Jack Bamber – NHS CCG

In addition to contribution to the above discussions, Jack noted that the CCG have now extended their online 'browsealoud' translation function.

ACTION: Please *like* and *follow* Bolton CCG on social media to have sight of the most up to date information and guidance and share across your networks.

Facebook: <https://www.facebook.com/NHSBoltonCCG/>

Twitter: @BoltonCCG

Lauren McKechnie – Bolton CVS

Bolton CVS are leading on an engagement piece of work in partnership with Public Health. They are looking at how VCSE groups and organisations have supported the promotion of and adherence to national advice, information and guidelines in relation to covid-19 for BAMER communities.

ACTION: If your group or organisation would like to contribute to this work, please contact Lauren on 01204 546055 or lauren@boltoncvs.org.uk

Additional Information

Europia

Europia have started a new support service for Polish people age 50 plus. That includes a phone helpline in Polish, weekly text messages with different resources about Covid-19 related matters, Facebook group, handmade protective face masks, and more to come. Embedded are informative posters both in English and Polish



PL50plusPosterPL
(1).pdf



PL50plusPosterEN
(1).pdf

Please also find embedded Europias most recent newsletter which details all of their Covid-19 related support and activity.



Europa Activities
during COVID-19 E-I

If you have any questions or would like to discuss the work of Europa, please contact Kush Chottera via kush.c@europia.org.uk

Ear for You Project

NESTAC (New Step for African Community) have created a Covid-19 support line for Black and Asian Minority Ethnic (BAME) communities in Greater Manchester. The charity provides advice, guidance and signposting relating to Covid-19 matters, emotional support, psychosocial therapy for women and young girls, victims of violence and abuse during Covid-19. Contact them on - 07862 279289 / 07894 126157

You can also text the word 'HELP' and someone will call you back.

Open seven days a week from 10am-6pm

BAND Family Action

People can access live meditation and yoga classes as well as pre-recorded sessions. Visit: www.facebook.com/bandbolton

Bolton LPS

As we approach a more digital era, if any VCSE groups or organisations would like some website or digital marketing support or advice, Nik from Bolton LPS has offered this as it is his area of expertise. Email:

nikhil_patel@boltonlps.co.uk

Date and Time of Next Meeting

The next catch up will Tuesday 23rd June 2020. 12.30pm-1pm. A link to register for this session will be circulated in the coming weeks.

If you would like to suggest a specific topic to be the focus of the next catch up, or if you have any pertinent questions you would like to discuss, please contact Lauren via lauren@boltoncvs.org.uk