

Challenging Prejudice in Healthcare – the Human Library



Clare Inkster, Associate Dean, Health Education England, North West Team

Lenny St Jean, Equality, Diversity and Inclusion Lead, Bolton NHS Foundation Trust

Paula Elliott, Library Services Manager, Bolton NHS Foundation Trust

Miriam Leach, Foundation Doctor, Bolton NHS Foundation Trust

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Developing people
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Why Human Library?

Health care learners will spend their careers caring for people from all sectors of society. In order to deliver the highest quality care, it is important for them to understand principles of equality, diversity and inclusion in the real world. The Human Library supports this aim by promoting social inclusion through respectful conversation. It provides



an opportunity for learners to get a better understanding of how an individual's culture, social identity and expressed beliefs will impact on the decisions they make about their care and treatment. This is a key component in developing the 'patient as partner' approach that will improve both patient experience and outcomes.

The aim of the Human Library movement is to promote social inclusion, and challenge prejudice and stereotyping. The organisation was founded in Denmark in 2000 by a group of students, and events have been hosted in an estimated 70 countries around the world. The methodology and language of a library is used as a framework to promote respectful conversations between the "books" and "readers" who take them out on loan for anything up to half an hour. In January 2015, a Forerunner Fund application was approved to deliver Human Library events in a healthcare setting. The events are open to the public and require books to volunteer who have experienced discrimination for any reason. This may be as a result of protected or non-protected characteristics. Books and readers are permitted to ask any question they like, so long as it is respectful. Both have the right to decline to answer any question, and may end the conversation if they wish.

Who was involved?

The Forerunner Fund bid approved funding for four events, preferably in different locations. An initial engagement exercise, whereby a number of trusts were offered the opportunity to host an event, was disappointing. While trusts were interested in principle, they were unable to provide personnel to take the project forward. Bolton NHS Trust offered to host events and it was decided to proceed with two events here in the first instance. It was decided to offer the opportunity for foundation doctors to be involved as an educational experience. The organisation committee were as follows:

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- **Lenny St Jean** – Equality, Diversity and Inclusion Lead
- **Paula Elliott** – Library Services Manager
- **Miriam Leach** – Foundation Year One Doctor
- **Clare Inkster** – Consultant Ophthalmologist (and AD HEE NW)

In addition, there was help and support from the Education Development Officer, Communications team, Finance team, Cashiers Office staff, Facilities staff, Library Services staff, Medical Illustration team, apprentices, Link Workers, volunteers, a Learning Disability Support Worker and Melanie Graaf of Bolton Libraries.



When and where did events take place?

The start of the project was delayed as Lenny, the EDI Lead, was not appointed until September 2015. It was decided that the events would be hosted in May 2016 to give time for organisation, and to coincide with NHS England's Equality, Diversity and Human Rights week.

The first event was a half day session hosted in the restaurant at the **Royal Bolton Hospital** site on the afternoon of **25th May 2016**.

The second event was a full day session hosted at **Bolton One**, a community facility used by Bolton Council, Bolton FT and the University of Bolton. This took place on **26th May 2016**.

How were events organised?

Many of the materials required to put on an event are available free of charge on the Human Library UK website at www.humanlibraryuk.org. These include an organiser guide, training materials, promotional literature, library cards and evaluation forms.

Our publicity materials have been designed by Miriam.

An initial meeting was held by the organising committee and tasks were organised as follows:

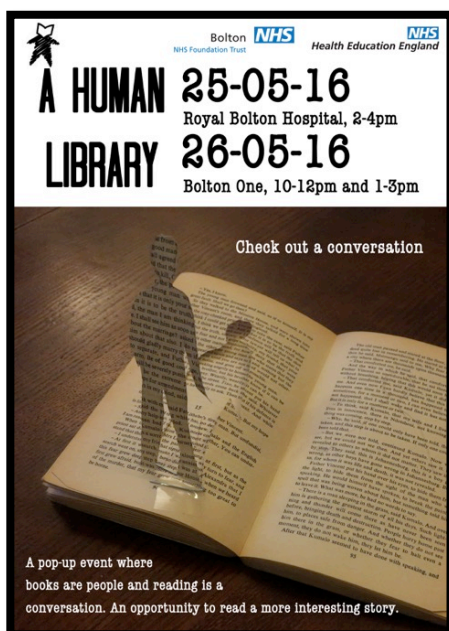
- Lenny – networking and book recruitment
- Miriam – events planning and design of the promotional literature including the logo below.
- Paula – library organisational activity and feedback
- Clare – communications and finance

Training events were planned that involved the whole committee.

Discussion included deciding which different types of books were to be invited. Part of the philosophy of the Human Library organisation is that the events should not be themed, as one of the core principles is to promote inclusion. Books were recruited that covered the full spectrum of protected characteristics, and many non-protected characteristics such as body modification, subculture and stigmatised professions.

Further meetings were arranged as required, and liaison with other staff undertaken. Funding covered:

- Promotional literature
- Event décor including T shirts for volunteers on the day
- Travel expenses for books (for training and HL events)
- Catering (training and events)
- Print costs for evaluation documentation
- Mugs (a thank you to participating books)



The total spend was £1265, of which £600 was non-recurrent. A further event will be hosted in Bolton next year, and a further event will be hosted by University Hospital South Manchester.

Books were recruited through personal contacts of the organising committee and the following agencies:

- Link workers
- Learning disability support worker
- Council for Voluntary Services
- Bolton Integrated Drug and Alcohol Service

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- Befriending Refugees and Asylum Seekers
- Bolton Deaf Society
- Bolton Community Housing Service
- Healthwatch Bolton
- LGBT Foundation
- Bolton Council of Mosques
- New Openings

An engagement exercise was undertaken, with the event having publicity in the form of a Bolton News article a few days before, a mention in the trust e-newsletter, and key personnel being notified. Unfortunately, foundation doctors were not able to attend as we had not given adequate notice for the scheduled teaching session to be postponed.

Two training events were hosted two weeks prior to the events themselves. These were run by the organising committee and focussed on books, with their support workers where appropriate (blind, learning disabled and non-English speaking). A hearing induction loop was available and wheelchair facilities. Arrangements had to be made to keep the blind books with guide dogs separate from a book with a dog allergy. Training sessions covered a brief introduction to Human Library ethos and methodology and a discussion of the rights of books and readers, ground rules, and bias and prejudice in general. Books discussed ideas for questions which would be good conversation openers in the event that readers did not open conversations themselves. Books then had an opportunity to take each other out on loan, to practise conversations and get to know each other. Finally, books discussed what titles they would like to use and gave their availability. The session finished with questions and answers.

On the day of the events, the event décor, library loan table and seating were all set up prior to the start time. Books were welcomed and seated together in the area known as the “book shelf”. As potential readers arrived, they were welcomed by volunteers and librarians, and were able to choose from a range of books that were currently available. Once they had made their choice, they were given a library card, and taken to meet their book. Both were seated in an area known as the “reading room” close to the book shelf. The rights of the book and the reader were read to both of them for each loan. Each loan was recorded by the librarian. If the loan was still ongoing after 30 minutes, the librarian asked both participants to bring the conversation to a close. Readers could then either take out a further book on loan, or fill out an evaluation form

before leaving. Books were asked to complete a short questionnaire on their life experiences and values.



In one of the sessions, three video interviews were undertaken with books. The book questionnaire was used as a basis for questions, and the videos are to be made available on the equality and diversity pages of the trust intranet.

Evaluation forms / questionnaires were completed by staff, books and readers.

There have been articles published in the Bolton News (two), HEE bulletin, Trust newsletter and Library and Information Health Network North West newsletter (to come in Autumn 2016).

What were the outcomes?

The two training sessions were well attended and lively. There were many practical difficulties with a number of link workers, advocates and support workers present, books with disability, including a wheelchair user and two severely sight impaired people, one with a guide dog, and a deaf person requiring an induction loop. Although many were initially quite anxious, most became very animated during discussions and even more so when taking each other out on loan. We were careful to stress that books must feel psychologically safe to undertake the event, with the rights of the books of paramount importance. One potential transgender book decided that she was unable to undertake the event after careful consideration. The most challenging sections of the events were deciding what titles the books wanted to be called. We explained the slogan, “Don’t judge a book by its cover” and that the title should deliberately attempt to provoke a bias in potential readers. Many, if not all, the books had multiple identities and were reluctant to pigeon hole themselves with one title. For example, an older black woman preferred her title to be, “Spiritual Person”, and a deaf woman decided that her title would be, “Mental Health Problems”. Other books included more than one identity in their title, such as, “Transgender Catholic” and “Gay Autistic”. One book decided to use her profession as her title, “The Prosecutor”, rather than refer to the fact that she was a hijab wearing Muslim woman. This led to an interesting dynamic at the events, as readers were often immediately surprised by the books they had taken out on loan. For those that wished it, they also had the opportunity to select a “sub-title” which they felt was closer to their own sense of identity.



We recruited a total of 25 books who were able to attend at least one of the three sessions. A full list of book titles and attendances is available in appendix 1. Across the two days there were 78 documented loans, with Wednesday afternoon being the most popular time to attend. Conversations lasted anywhere from 5 minutes to over 30. Thursday morning was the least popular with only five documented loans. Many more unofficial loans took place between books and other books or staff. The largest group of readers were student nurses, as their

education development manager had asked them to attend. We also had readers from other agencies, HEE, qualified staff, patients and relatives, and members of the public. The hospital was more successful as a venue as we had a good range of readership available. Bolton One worked less well, as it does not have a throughput of people with time available, most of them attending for the purpose of an outpatient appointment.

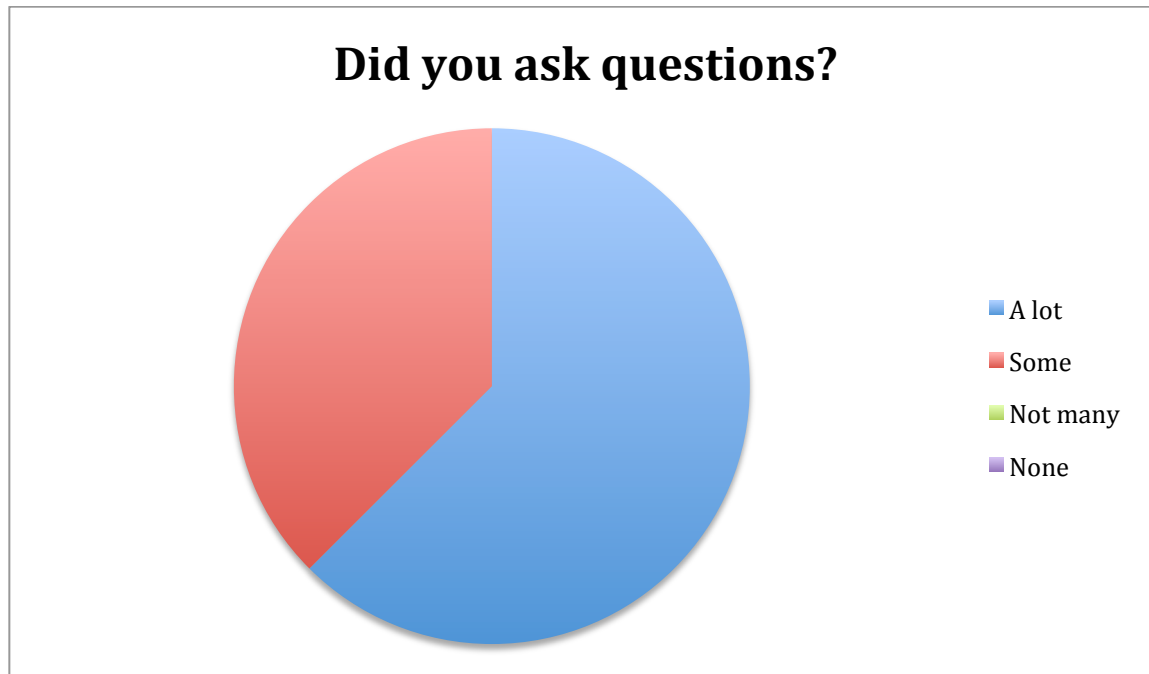
Two conversations had to be challenged by librarians, both at Bolton One. The first involved the reader who had detailed, “issues with Bolton” as his reason for choosing the book titled, “Muslim” (see case study 1). The second involved a reader who had selected “The Prosecutor” and wished to berate her for her choice of profession as he was an ex-convicted criminal. This conversation was terminated by the librarian at the request of the book.

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Book reviews (reader questionnaires)

We collected book reviews from a standard Human Library template on 56 of 78 loans.

Results for each question were as follows:



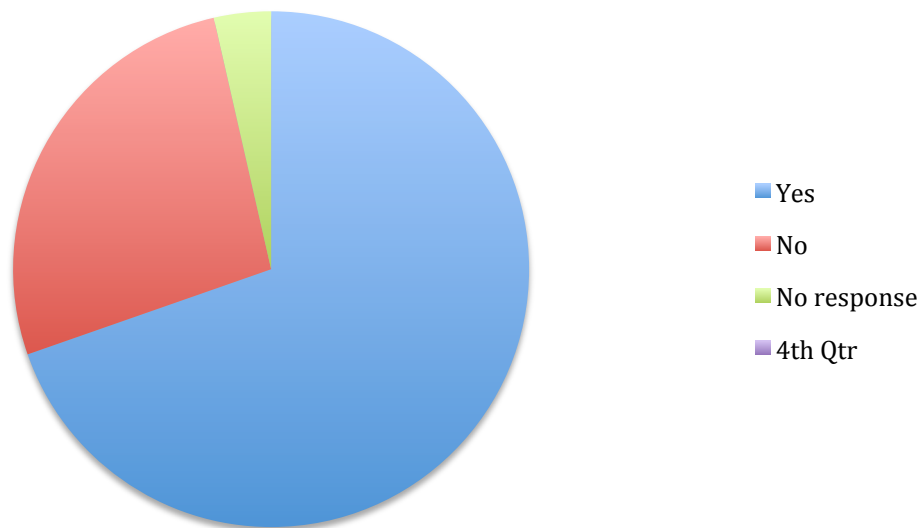
Examples of other reasons why readers chose specific titles included:

- I was intrigued then pleased to find out that it is a book about one of my favourite interests [“Every Contact Leaves a Trace” – a female Asian scene of crime officer]
- I loved the title [“Female Muslim Leader”]
- I was intrigued by the title and anxious to explore [“Good Cop/Bad Cop” – a female Hindu senior police officer]
- I had an uncle with severe learning disability and wanted to compare and contrast experiences [“Learning Disability”]
- I had no idea what to expect from the book title [“Leech” – a black female disabled asylum seeker].
- I don’t know a lot about this illness. Also it interests me a lot to find out what triggers these illnesses [“Mental Health Problems”]
- Issues with Bolton [“Muslim”]
- Only book left from a few [“Albanian”]
- Just wanted to understand them a little more and their situation [“Ex-substance misuser”]
- Wanted to find out more about what this title meant [“Muslim/Christian”]

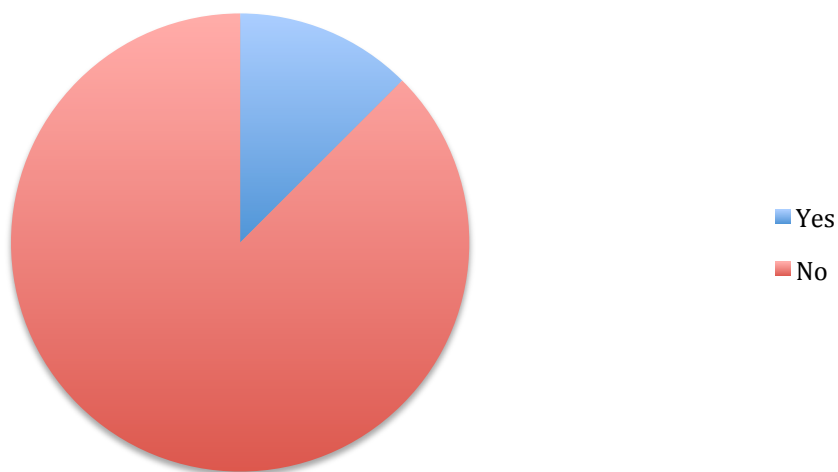
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- I work with international new arrivals {“Polish” and “Albanian”}
- My ideas of Jewish people changes from today [“Jew”]
- She was available, but I’m glad I spoke to her as she was interesting [“The Prosecutor”]
- I wanted to get an insight into what it is like to be blind [“Visually Impaired”]

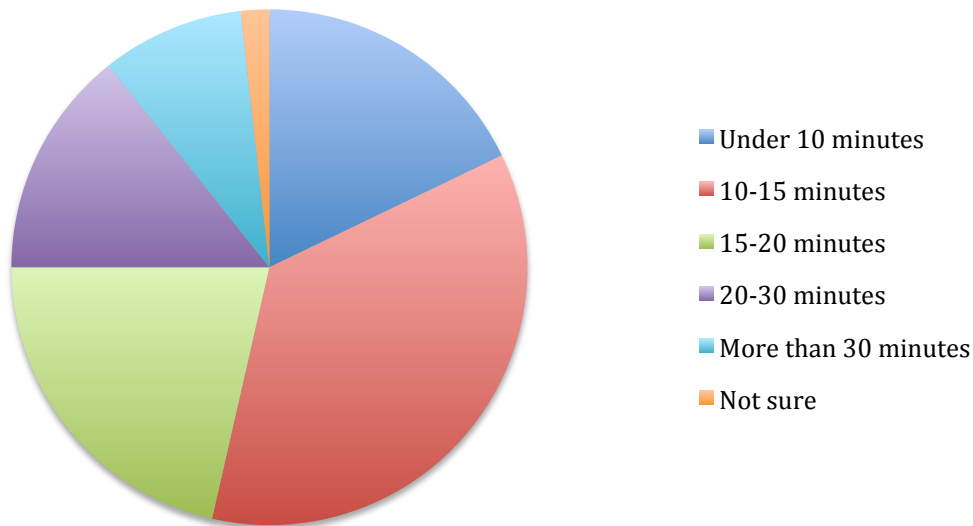
Did you feel entitled to ask any question?



Was there a question you wished you had asked?



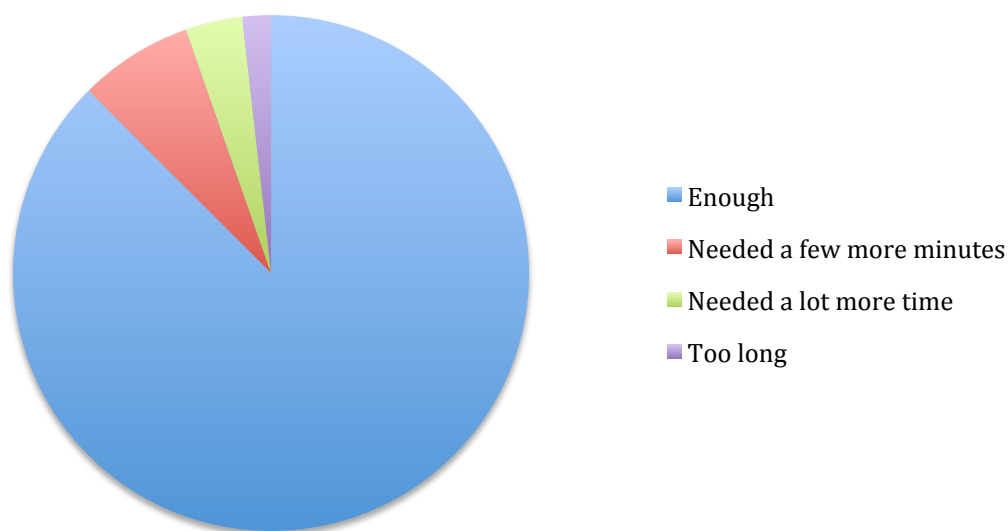
How long did your conversation last?



The reader who was not sure commented:

- I'm not really sure – it was just a delight reading

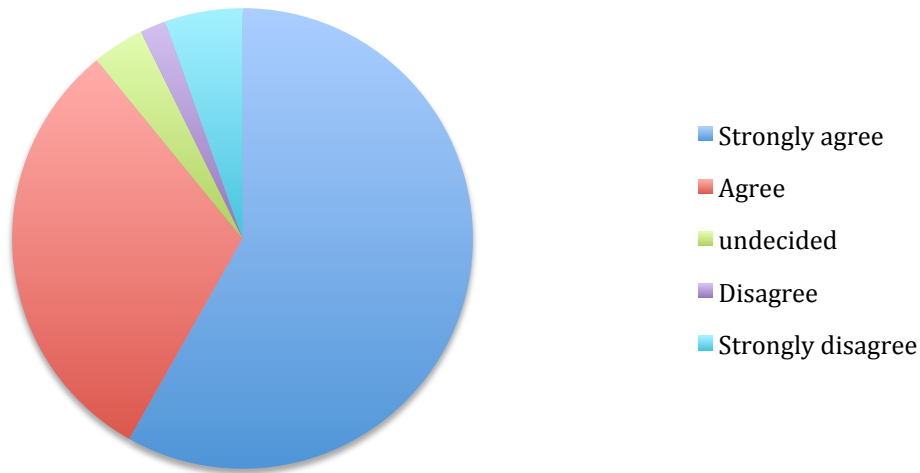
Did you have the right amount of time?



A reader who wanted a lot more time commented:

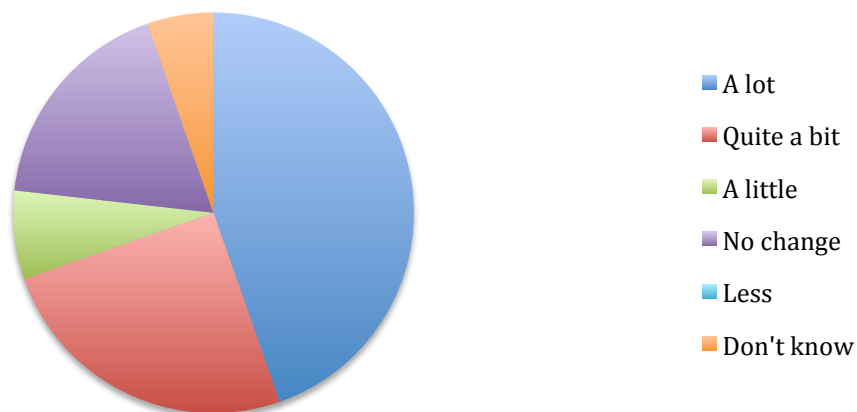
- I could talk to ... all day. Such an interesting and wonderful lady – so inspiring.

Do you think the Human Library is a good way to challenge prejudice?

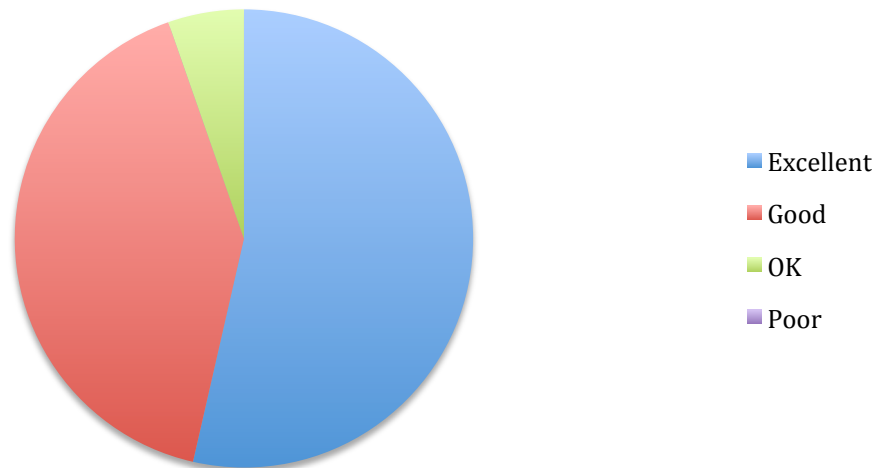


Most of the people who answered “No” to this question commented that they already felt comfortable to challenge prejudice.

Has The Human Library changed your views about speaking openly about prejudice?



How was your overall experience of the Human Library?



Other general comments on the book review forms related to the wording of the questions, which some people objected to, for example the use of the word, “entitled” in the question, “Did you feel entitled to ask any question?”

Case studies

Case study 1

Following the first Bolton News article, there was an extensive comment trail conducted largely by a member of the public who felt that the Human Library was a disgusting waste of tax payers money. The many offensive comments were largely directed at the female Muslim Albanian asylum seeker described in the article. These increasingly unpleasant comments were challenged by others, and several were deleted by the moderator. The author of the comments asked the question as to whether there were any white working class male books at the event (in fact, there were several – blind, recovering alcoholic, body-modified). Interestingly, the author of these comments has posted similar views on many local newspaper websites around the country, and therefore may not be from Bolton themselves.

At the Bolton One event, there was a member of the public reader who had detailed, “issues with Bolton” as his reason for choosing the book titled, “Muslim”. The reader was becoming quite heated during the conversation, but the book remained calm and pleasant at all times, and reassured the librarian that the conversation was remaining respectful. This reader left a lengthy comment on the book review form.

He believed that the only way he was able to talk to a Muslim was to take one out on loan at the Human Library. He suggested more joint community events, and rated his experience at the Human Library as “excellent”.

As organisers, we considered this a significant success.

Case study 2

One of the books, J, titled himself, “Thug”, as this is how members of the public often refer to him, and he finds this very upsetting. J is multiply tattooed and pierced, and wears leathers, studs and combat gear out of work. He is a healthcare assistant in the operating theatre, and was a previous carer for people with learning disability in the community. He commented after the event,

“A lot of people were surprised I work in a hospital. It opens your mind to how other people think about you. The readers were friendly and appreciative. They realised you couldn’t judge a book by its cover. I really enjoyed [being a book] – it was good to read other books, particularly the people with learning disability and the immigrants. Even though I have worked with people with learning disability it made me see things more from their point of view”.

Case study 3

A staff nurse’s reflection on her experience of the Human Library can be found in appendix 2.

Case study 4

One of the books, a consultant ophthalmologist, titled himself, “Jew”. He was surprised at people’s perceptions and misconceptions. When he asked one reader how many Jews they thought there were in Britain, they guessed at 20 million! (The correct figure is 263 000, approximately 0.4% of the population.) He also met a reader who as a senior health/social care worker in Bolton thought they had never spoken to a Jew in their lives. All the readers were surprised at the amount of anti-Semitism he had experienced both in his personal and professional life. All readers of this book rated their experience as excellent, and one reader commented:

“My view of Jewish people changes from today”.

Book questionnaires

Books were asked five questions:

1. What are your day to day activities?
2. What do you like to do in your spare time?
3. Tell us one thing about you that might surprise people.
4. Please give an example of discrimination you have experienced.
5. What are your top four personal values? [Chosen from a list of over 60 used in a Barrett Values Centre personal values assessment]

The full transcript of 18 responses out of a total of 25 books can be found in appendix 3.

Books described their work, from crown prosecutor, to healthcare assistant, to police officer, to shelf stacker. 16 out of 18 described their activity in charity work, volunteering or community

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work. All were undertaking some form of employment whether paid or unpaid. Spare time activity often centred on family and friends, and also included activities such as crafting, doing jigsaws, running a weather website and presenting on local radio. Things that might surprise people included, “I once played in the FA Cup” (“Recovering Alcoholic”), I was given an award by Sir Ian McKellen” (“Married Lesbian”), “I am learning to speak and write Japanese” (“Tanzanian Woman, Refugee”) and “I enjoy cycling” (“Blind Man”).

There were many examples of discrimination, from being ignored, treated as someone who doesn't matter, pelted with eggs, called the “N” word, told to take my scarf off and go home, and daughter not being treated well when in hospital. These experiences are described as causing feelings of anger, upset and frustration.



A word about values...

When the top four values were analysed, the top ten in order were,

- Respect (7)
- Caring (6)
- Family (5)
- Honesty (4)
- Fairness (4)
- Creativity (3)
- Ethics (3)
- Accountability (3)
- Making a difference (3)
- Integrity (2)

Others selected included: wellbeing, independence, trust, achievement, personal growth, friendship, safety, courage and humour.

Although the numbers are relatively small, it is interesting to compare with a UK national values assessment which was undertaken by the Barrett Values Centre. The most striking is that “respect” is the most important for our books, whereas it is a number 7 for the UK as a whole. Other top four values of caring, family and honesty are the same as for the UK, the books having sacrificed humour from their top four. Values present in the books’ top ten and not in the UK are, creativity, ethics, accountability and making a difference. These are at the expense of trust, independence and friendship which feature slightly lower for the books.

In terms of health care, we would do well to note that marginalised people highly value respect and dignity, one of the core NHS values. As mentioned in opening, this is critical if we are to achieve the “patient as partner” philosophy of care.

Staff evaluation

Five members of staff (not committee members) completed questionnaires, three library assistants and two volunteers. Three felt they had received adequate training and support for their role, and two were unsure. Three felt the Human Library worked as a method of challenging prejudice, one was unsure, and one did not. The latter believed the event had largely been attended by unprejudiced people (we had not provided training for the volunteers in unconscious bias).

Three out of five believed they had no change in view about how they would challenge people if they witnessed prejudice. Two said they would be a lot more willing. In terms of rating their overall experience, one said it was excellent, three good, and one said it was ok, and could be better.

All staff comments can be found in appendix 4. There were a number of very helpful suggestions about how to improve the event, mainly organisational, but also about improving venues and promotion of the event. Some of the comments demonstrated some misconceptions of the staff themselves. One noted that a training session for volunteers would have been helpful, and this will be incorporated into planning for the next event.

Interest from external agencies

There has been positive feedback from a number of external agencies, and the following organisations have expressed an interest in either hosting their own event, or joining with Bolton's next planned event:

- Greater Manchester Police
- University Hospital South Manchester (funding to come from this bid)
- Boots the Chemist
- Bolton Library
- Council for Voluntary Services
- University of Bolton
- Greater Manchester CPD network

What worked well?

- The books, and their support workers where relevant, were fantastic – engaged, patient and eloquent
- Staff – did extremely well, even when circumstances became challenging
- Venue – staff restaurant. Easy for people to get to and a light, safe and pleasant environment
- Book and reader questionnaires
- Event promotional posters, event décor, T shirts and mugs
- Other hospital teams co-operating fantastically, often at short notice
- The video interviews
- Good publicity from:

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- Bolton News
 - Trust website
 - Newsletter
 - Human Library UK website
 - HEE bulletin
 - Library and Information Health Network North West
- Positive feedback from books, readers, staff and external agencies with possibility of further events in other arenas

Lessons learned

- Organise a training session for staff and volunteers to ensure event runs smoothly on the day, and that staff understand and do not feel stressed
- Provide literature on unconscious bias for staff and readers
- Leaflet to take away with brief introduction to Human Library, short section on unconscious bias, attendance record, record of book(s) read and space for a reflection
- Work harder to advertise and recruit readership – will need specific engagement with plenty of advance notice for those in charge of learners. Student nurses worked extremely well, and this could be replicated with learners from other disciplines such as medical students, AHP's and junior doctors.
- Secure more appropriate venue for community event – possibly Bolton Library
- Decide date well in advance
- Hand out book reviews and book evaluations at start of loan
- Get feedback from support workers
- Possibly change the wording of some of the questions on the book reviews
- Clearer description of roles and responsibilities on the day
- Build up collection of library books
- Be careful about any further publicity in Bolton News, explaining funding and also that the range of books includes white working class men
- Think of how best to use the video interviews to disseminate learning further – consider producing business cards to hand out at events which could link to videos
- Set up a book club after the event to allow readers to discuss and reflect on their experiences
- Consider poster/publication

Overall

Overall, it seems reasonable to conclude that the Human Library in Bolton has been successful in its aim to challenge prejudice in healthcare. The majority of people who attended the events chose books to challenge their own perceptions or because they felt that particular book might experience stigmatization in the media. A significant majority felt that the Human Library had changed their views about discussing prejudice and challenging it when they witnessed it. Books enjoyed reading each other and having the opportunity to discuss their lives and experiences they had had. There has also been a lot of positive publicity and interest from other agencies.

The event was complex to organise, with a large number of individuals and teams involved. Many people have willingly given their time to the project, and without this, it would not have been possible to achieve success.

Our most important lessons to be learned are to ensure adequate promotion thereby guaranteeing a better sized readership, find a more conducive community venue, to have better advanced planning generally, and to put on a training event for staff with a practice session. Having hosted two events this year, there are plans for a further two events in Bolton next year, building on this year's successes and incorporating lessons learned. In addition, UHSM will also be organising an event, following the attendance of their Equality and Diversity Lead as one of the books. We anticipate that these further events will be able to be funded in their entirety by the current bid, ensuring financial accountability and exceeding targets set.



Several clear messages became apparent from the training sessions, events themselves, and post-event evaluations. Respect is of paramount importance to people who may have been marginalised or judged for any reason. Many people felt very uncomfortable considering themselves with the label frequently given to them by society. Others seemed happier with their most obvious “title”, having incorporated this into their own sense of identity. However, many in the latter category also had additional aspects of their identity which they wished to be included in their title. None of them wanted to be judged on their title alone. These are important lessons for healthcare learners and

workers, who will need to ensure they have conversations with patients and carers. This has become increasingly difficult in times of financial hardship with an increasing focus on efficiency, targets and throughput. The more staff find out about patients (and also other team members), the more likely they are to see them as multi-faceted human beings, and not to make assumptions about them based on only their most obvious characteristics. Hearing stories of discrimination may make them more understanding of patients' natural fear, which could be heightened for those who have past experience of prejudice themselves.

Thanks to

- All the books, carers, advocates, link workers
- The organising committee – Lenny, Paula and Miriam
- Library staff
- Apprentices
- Volunteers
- Communications team
- Medical illustration
- Finance team
- Cashiers office
- Facilities and restaurant managers
- Bolton One team
- Equality, Diversity and Inclusion Group
- Education team
- Bolton News
- Melanie Graaf
- Mike Farrell
- Health Education England

Resources used

- www.humanlibraryuk.org - register to obtain free toolkit. The Bolton event can also be viewed here
- www.humanlibrary.org - the Danish website (in English)
- <http://www.humanlibraries.org.au> - Australian Human Library toolkit
- www.accessola.org - Ontario Library Association has additional useful toolkit materials

Appendix 1

Human Library Books Register

Date/Time: 25th May 2.00-4.00pm

Venue: Hospital Restaurant.

Book Title	Subtitle	Attendance
Married Lesbian		✓
Substance misuser	Substances are my life. Don't take this path	✓
Albanian	Enigmatic Slav. Almost British, but not quite	✓
Gay Autistic		✓
Recovering Alcoholic	Fancy a drink	✓
Trans Catholic	Fluffy Power	✓
Muslim	Man with a Beard Everything you wanted to know about a Muslim but were afraid to ask.	Thurs
Polish		✓
Jew	Restoring sight	✓
Muslim/Christian	Beauty of Tanzania	✓
Learning Disability	Self-Advocacy	✓
Veil wearer		X
Visually impaired	Baylee is my eyes. I'm on the other end of the lead	✓
Visually impaired	Plus Clover; the secret of childhood I learnt as an adult	✓
Hindu Priest	Businessman	X
The prosecutor		✓
Muslim		✓
Number of books		14
Number of conversations		50

Human Library Books Register

Date/Time: 26th May 10.00am -12.00pm

Venue: Bolton One Reception (booked via Gail Carr; free parking with token)

Book Title	Subtitle	
Disabled Quaker		✓
Witch		X Unwell
Learning Disability	Being picked on	✓
Trans Catholic	Fluffy Power	✓
Muslim	Man with a Beard Everything you wanted to know about a Muslim but were afraid to ask.	✓

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Polish		✓
Learning Disability	Self-Advocacy	✓
Visually impaired	Baylee is my eyes. I'm on the other end of the lead	X Unwell
Visually impaired		✓
Thug	I am an egg [hard on outside soft on inside]	✓
Severe LD	K is 28 years old with Severe Learning Disabilities and complex medical needs. His is none verbal with limited cognitive ability	✓
Mental Health Problems [and deaf]	Doer and Giver	✓
Learning Disability		✓
Number of books		11
Number of conversations		5

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Date/Time: 26th May 1.00pm - 3.00pm

Venue: Bolton One Reception

Book Title	Subtitle	Attendance
Witch		X Unwell
Spiritual Person	Blinded by the light	✓
Mental Health Problems	Doer and Giver	✓
Gay Autistic		X Unwell
Pakistani Lady		X
Leech	Award Winner	✓
Polish		✓
Learning Disability	Self-Advocacy	✓
Refugee	My accent is my identity	✓
Visually impaired	Baylee is my eyes. I'm on the other end of the lead	X Unwell
Visually impaired		✓
Every Contact Leaves a Trace		✓
Female Muslim Leader		✓
Good cop/Bad cop		✓
Thug	I am an egg	✓
Learning Disability		✓
The prosecutor		✓
Number of books		13
Number of conversations		23

Appendix 2

A Nurse's Incident reflection using Gibbs Reflective Cycle (1988)

Description

What Happened?

Human library event

I took two nursing students to the event

I had a discussion with a lady who was a refugee.

Feelings

What were you thinking and feeling?

I chose this lady as in the growing population of multicultural Britain I wanted the opportunity to have an open conversation with a willing participant about what had happened to bring her to this country and how her life was and is affected.

Evaluation

What was good/bad about the experience?

It was a good experience where the lady was very open and honest about her life experience.

She told me of her want to survive and how she was driven out of her country.

She explained that Britain was not her first home and she had adapted to many customs and languages of other countries.

She explained the prejudice she had encountered due to her accent as with speaking 7 languages and living in various places it belonged only to her.

It made me sad and slightly ashamed of the way people can be overlooked and disregarded as not understanding or having high intellect without being considered properly as an individual.

This lady had studied at Masters Level twice. She had an academic mind and had no issues with making herself understood by myself. Unfortunately she could not find employment. She was understandably upset by this constant rejection from employers as she wanted to work, to make a difference and to have put her academic achievements to use.

Analysis

What sense can you make of the situation?

I feel that it is hard to change people in the masses. If people were open minded and took the time to have a frank conversation to dispel their deep rooted prejudice society could become more understanding and less ignorant.

Conclusion

What else could you have done?

For this lady I feel I did what was intended. I listened; I asked questions and also answered some too. I went away and really thought about our interaction and the way I engage with people every day.

Action Plan

If it arose again what would you do?

I have found myself as a result of this conversation with this lady wondering more about the people I interact with. I have tried understanding from their position if they are aggrieved why they are so, also, if I can help to make them feel better. Sometimes a small action or conversation is all that is needed. I check myself and ensure I speak to people in a positive engaging manner. I hope I have always been respectful. I now ensure I am consciously as I feel everyone deserves kindness and to be seen as an individual of interest and intellect.

Appendix 3

Recovering alcoholic

Day to day activities:

I undertake voluntary work with Bolton Independent Drug and Alcohol Services – BIDAS. This can involve recovery groups, one to one interviews, family support, the Recovery Café and the art group.

Spare time:

In my spare time I like to do reading, jigsaws, meditation, art work and writing.

One thing about you that might surprise people:

I've played in the FA Cup

Example of discrimination:

Alcoholics are often identified with violence and abusive conduct. Even the term alcoholic generates discrimination of one kind or another.

Top four personal values:

1. Wellbeing
2. Respect
3. Fairness
4. Excellence

Jew

Day to day activities:

Consultant ophthalmic surgeon, family time, active within wider community, security guard at Synagogue.

Spare time:

Eat and drink, socialise, theatre, cinema, concerts, skiing

One thing about you that might surprise people:

I am not part of a world conspiracy!

Example of discrimination:

When discussing health economics of surgery I was called “Jew boy” by a senior eminent surgeon.

Top four personal values:

1. Community involvement
2. Family
3. Future generations
4. Trust

Learning disability

Day to day activities:

Being with friends, going to [self-advocacy] meetings, watching TV.

Spare time:

Watching TV, listening to music, going to car boot sales.

One thing about you that might surprise people:

I go to the pub with friends

Example of discrimination:

A housing officer believing others over me because they explained themselves better.

Top four personal values:

1. Achievement
2. Mentoring
3. Independence
4. Personal growth

Leech (disabled Nigerian woman and asylum seeker)

Day to day activities:

I volunteer with 96.5 Bolton FM. I have my own music show on Wednesdays from 10pm, but I go into the station to pre-record on Monday and Tuesday mornings. I also volunteer as an admin receptionist. When I get home, I get my crafting out and make hand made cards etc. But I am a published writer all the time.

Spare time:

I do a lot of crafting. I make hand made cards, frames and jewellery. If I have an occasion or party then I'd sew myself a new dress. I also write poetry and short stories. I am presently working on my first novel.

One thing about you that might surprise people:

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I like to cook. I think this surprises me more than others because I always believed that I hated cooking, but once I had the right kind of friends, I found that my favourite thing to do for them is cook. Jollof rice and chicken is my specialty.

Example of discrimination:

I have been pelted with eggs, and called the “N” word and told to go home. I was in shock. I couldn’t understand why my very presence would offend someone else when they didn’t know anything about me. They didn’t even know what I sounded like but they had made up their mind based on the fact that my skin was darker than theirs.

Top four personal values:

1. Creativity
2. Integrity
3. Wellbeing
4. Accountability

Spiritual person (Nigerian woman)

Day to day activities:

I run my own healing business, “Herbs and Healing of London”.
Active volunteer for Healthwatch, Bolton, Octagon Theatre (young adults with learning difficulties), Bolton Library and Bolton Community Development Partnership.

Spare time:

I volunteer, I volunteer, I volunteer!!!

One thing about you that might surprise people:

I have every reason to feel marginalised, BUT I DON’T!!! 😊

Example of discrimination:

I wear a hijab by choice although I am not a Muslim. Derogatory remarks about my hijab made me feel what women who are Muslim go through. BETTER STILL I BECAME MORE DETERMINED TO WEAR IT.

Top four personal values:

1. Accountability
2. Family
3. Caring
4. Humour/fun

Married lesbian

Day to day activities:

Retired – my days are all different!

Spare time:

Theatre, writing, books, charity work, Quaker related activity

One thing about you that might surprise people:

I was given an award by Sir Ian McKellen

Example of discrimination:

Nurses being abusive when I was on a neuro ward in Manchester as they read I was a lesbian.

Top four personal values:

1. Respect
2. Integrity
3. Generosity
4. Creativity

Learning disability

Day to day activities:

Work – Morrisons, stacking shelves Friday and Monday

Spare time:

Going out with friends, watching telly, look at library books, drawing, listening to music (Elvis), holidays, visiting other towns, days out in Blackpool and York.

One thing about you that might surprise people:

I help other people – my peers

Example of discrimination:

Talked down to, not treated as an adult, made me feel upset and not nice.

Top four personal values:

Not able to say

Challenging Prejudice in Healthcare – the Human Library

Refugee (Tanzanian woman)

Day to day activities:

I do volunteer at BRASS helping vulnerable users – refugees and asylum seekers, helping them with different issues such as immigration issues and accommodation.

Spare time:

I like reading different books, watching TV quizzes, and learning to prepare different dishes.

One thing about you that might surprise people:

Learning to speak and write Japanese.

Example of discrimination:

I applied for a job in the Co-operative Bank. I did an interview with a British girl who couldn't answer a single question. I answered all, but she was offered a job and they left me. They told me I should try next time. I felt bad.

Top four personal values:

1. Friendship
2. Caring
3. Honesty
4. Respect

The Prosecutor (Muslim woman)

Day to day activities:

Senior Crown Prosecutor, I go to work four days a week and come home to my lovely family – husband and two daughters. I have a loving family network.

Spare time:

Go out with my family, visit family and relax with the children.

One thing about you that might surprise people:

I prosecute in court.

Example of discrimination:

Being looked at as someone who doesn't matter, invisible, OR the opposite, that I represent a Muslim fundamentalist.

Top four personal values:



Challenging Prejudice in Healthcare – the Human Library

1. Family
2. Respect
3. Fairness
4. Honesty

Albanian

Day to day activities:

I looking after my children.
I learn English
I work voluntary

Spare time:

I like to meet with my friends
I spending time playing with my children.

One thing about you that might surprise people:

I have travelled across the world with only my young children from Albania to England.

Example of discrimination:

I wear a scarf to cover my hair and was told not to wear it. I was told to go back to my country, that England doesn't want me here. I felt very bad.

Top four personal values:

1. Family
2. Respect
3. Safety
4. Ethics

Blind (man)

Day to day activities:

Living as independently as possible.

Spare time:

Charity work

One thing about you that might surprise people:

Enjoy cycling.

Example of discrimination:

Challenging Prejudice in Healthcare – the Human Library

Went into local Spa shop with my guide dog and accidentally knocked wine off and it broke and they wanted to charge me. It made me upset and angry.

Top four personal values:

1. Courage
2. Fairness
3. Personal fulfilment
4. Respect

Transgender Catholic

Day to day activities:

I am the Equality, Diversity and Inclusion Lead at University Hospital South Manchester. I give my time to a range of Human Rights campaigns and diversity charities and enjoy good food and cocktails with my friends.

Spare time:

LOVE Harry Potter, Star Trek and sci-fi. Anything linked to Human Rights and making the world a better place to be.

One thing about you that might surprise people:

I have supported pro bono legal work for people on death row in the USA.

Example of discrimination:

While accessing a GP he referred to me as a man down the phone to the reception staff. I felt violated and uncomfortable and then had uncomfortable task of trying to challenge him.

Top four personal values:

1. Compassion
2. Creativity
3. Ethics
4. Making a difference

Baylee is My Eyes (Blind woman)

Day to day activities:

Looking after my guide dog.

Spare time:

Charity work.

One thing about you that might surprise people:

I love motorbikes

Example of discrimination:

Being refused access to a café with my guide dog. It made me feel angry.

Top four personal values:

1. Achievement
2. Friendship
3. Courage
4. Safety

Gay Autistic

Day to day activities:

Working on my media projects, meeting friends, cycling, computer work, watching videos, simulation computer games, meeting new people.

Spare time:

Volunteering

One thing about you that might surprise people:

I was on television talking about autism several years ago.

Example of discrimination:

In my opinion one of the most disrespectful things is to be ignored by someone, and this has happened several times.

Top four personal values:

1. Ambition
2. Fairness
3. Recognition
4. Making a difference

Enigmatic Slav (Polish woman)

Day to day activities:

Interpreting for agencies, teaching English, preparing for lessons, helping friends

Spare time:

Reading, watching good films, crafts.

One thing about you that might surprise people:

I think French is the most beautiful language in the world.

Example of discrimination:

When I was going through divorce I felt my husband was treated better because he was English.

Top four personal values:

1. Caring
2. Ethics
3. Family
4. Trust

Muslim (man)**Day to day activities:**

Job, family, friends and community

Spare time:

Take kids out, visit friends

One thing about you that might surprise people:

I'm on the board of BPAC (Bolton people affected by cancer) working with Bolton Hospice and MacMillans

Example of discrimination:

Not treating my daughter well while in hospital care. I felt frustrated and disappointed.

Top four personal values:

1. Accountability
2. Balance
3. Honesty
4. Making a difference

Former Substance Misuser**Day to day activities:**

Volunteer at BIDAS (Bolton Integrated Drugs and Alcohol Service) and part time peer mentor.

Spare time:

Attend Mosque, Facebook

One thing about you that might surprise people:

I was a substance misuser for 25 years.

Example of discrimination:

Got discrimination by doctors at hospital. This made me feel worse and increased my drug use.

Top four personal values:

1. Health
2. Patience
3. Self-discipline
4. Caring



Appendix 4

Staff comments

“I felt we needed more help at the hospital event; it was better the next day when we had had a ‘practise’ and it wasn’t as busy. We need a training session for volunteers if we run another one so we know who’s doing what.”

“In all fairness, it depended which books turned up on the sessions. I really enjoyed meeting people at lunch time. Everyone was so nice and friendly. Also a big thank you to library and hospital staff who organised the event. I was made to feel very welcome.”

“Make sure roles are set out well beforehand so people can deal with a big rush at the beginning. Other than that I wouldn’t have changed anything, it was a great experience 😊.”

“Organisation – everybody needs to stick to the rules re: issuing books. It was embarrassing to take readers to the books only to find them missing. The venue choice was inappropriate as people arrived stressed (for appointments – this was the Bolton One event) and were time-constrained. Could have been promoted better – in local colleges etc. Not all the books had been discriminated against and were so not relevant.”

“Clearer understanding of what the event was about by those recruiting books. Seemed that some participants had missed the point and were there to tell interesting stories rather than challenge prejudice. Dedicated library space that was easier to set up, the readers had arrived before we were ready and things were a bit chaotic. Overall I did enjoy the experience and found it very worthwhile.”