



Your Service, Your Way: breaking down barriers and developing reciprocal links between the hospice and multiple ethnic minority communities in Govanhill, Glasgow, using Extension for Community Healthcare Outcomes (ECHO).

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Govanhill, is among Scotland's most deprived and ethnically diverse areas. Fifty two nationalities live here and 40% of residents belong to an ethnic minority. The area accommodates 3% more Asylum Seekers than the Scottish average.

Govanhill sits in The Prince and Princes of Wales Hospice catchment. Currently, few residents access The Hospice's services. The Hospice recognised this gap and are working with the community to improve the Hospice's reach and service to this area.



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A Few Examples of the Challenges and Solutions Identified during the four week ECHO course



1. To ensure all ethnic minorities were represented.



We worked with support workers who were trusted by the community and who spoke the appropriate languages.



2. COVID 19!



ECHO was a perfect educational delivery model to use when travel for education was not recommended. (see next slide).



3. COVID 19!



We discovered that the need for education surrounding death, dying and bereavement was heightened in people who did not fully understand the UK's responses and reaction to this pandemic.



4. To maintain and build on new relationships between the hospice and this underserved community.



As part of the programme, four Action Learning sessions and six hours of one-to-one telephone support post 4 week video- teaching, should help to solidify these new, two-way relationships. In addition, when it is safe to do so, the participants will be invited to visit the hospice and reciprocal visits to the community will also be arranged.



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Methods used: Extension for Community Health Care Outcomes (ECHO)



Project ECHO is an novel teaching and learning model that aims to reduce health disparities in under served groups. Via two way video, the model uses a hub-and-spoke knowledge sharing approach where the 'hub members, in this case, the hospice Family Support Team, were able to share learning and augment the spoke members capacity to deliver best practice support to their own communities.

This four week course (90mins per session) was delivered once per week to two separate groups. This was followed by 3 (90min) group Action Learning sessions and 6 hours of one to one telephone support.



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Some examples of the hub and spoke video sessions

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Findings and Conclusions



- ✓ Using a pre and post course evaluation questionnaire indicated that the course had generated **confidence** as well as learning.
- ✓ ECHO was an excellent method allowing teaching and two way learning between the participants and the hospice staff.
- ✓ ECHO was more expensive in staff time when compared to one teacher in a classroom, but the hospice are committed to bridging the gap in the use of the hospice and its services for people in Govanhill, and this was the perfect method in this time of COVID 19.



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