

Patient Engagement - Marginalised Communities

Discover practical tools to improve the access needs of marginalised communities within your catchment area, helping to prevent costly unplanned admissions and improve patient experience.

Module Duration: 60mins

Everything we do is to improve the working life and empower practice staff to help enhance the patient experience.

Patient Engagement - Marginalised Communities Module Structure

- ▲ An Introduction to improving access for marginalised communities
- ▲ Commonly excluded communities and their associated barriers
 - ▲ Homeless
 - ▲ Sex Workers
 - ▲ Gypsy and Travellers
 - ▲ Deprived Communities within Rural Areas
 - ▲ BME Community (Black Minority Ethnic)
 - ▲ Carers
 - ▲ Ex-Offenders
 - ▲ Migrant Workers
 - ▲ Burdened Singles
 - ▲ Struggling Families
 - ▲ Elderly Populations
 - ▲ Asylum Seekers and Refugees
 - ▲ Disabled
- ▲ Ararna's four pillar model
 - ▲ Information Sources
 - ▲ Where are marginalised communities accessing healthcare?
 - ▲ What are the barriers to marginalised communities accessing services appropriately?
 - ▲ Breaking down barriers / solutions
- ▲ Case studies demonstrating best practice
 - ▲ Improving access for patients within the BME community
 - ▲ Improving access for people with hearing loss
 - ▲ Improving access for people with sight loss
 - ▲ Improving access for people with learning difficulties
- ▲ Module review assessment activity
- ▲ Certificate of completion
- ▲ Module learning review document

This module will provide you with a broad overview of marginalised communities requiring special consideration and the practical tools and techniques to subsequently improve access to encourage cost-effective planned care and achieve an enhanced patient experience.

By the end of the module you will be in a position to easily identify a wide range of commonly excluded communities and be able to competently discuss with your colleagues the steps required in devising a strategy to tackle the barriers to access faced by these groupings. You will possess a sound knowledge on a host of methods to improve access that can be easily implemented at practice level. You will be in a position to offer guidance to fellow colleagues, driving forwards the access agenda.

A blended approach is utilised with each module containing relevant theory alongside interactive activities and opportunities for reflection.

An end of module assessment will evaluate your understanding of the content covered and individuals will receive a certificate of successful study, whilst a learning review document will allow individuals to recap the key elements covered at another time.

Benefits of Patient Engagement for Marginalised Communities

- ▲ An awareness of commonly excluded groups and their barriers to access
- ▲ Improve patient experience
- ▲ Prevent costly unplanned admission
- ▲ Knowledge on a host of practical access solutions

For information about our complete suite of professional development topics, or if you have any other questions, please visit the website:

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