



**University of
Sunderland**

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Learning from Patient
Carer and Public
Involvement (PCPI)
participants who have
experience of healthcare
outside the UK to
increase cultural
competence in health
education

Amanda Lee (she/her)

Dr Lesley Scott (she/her)

Friday Osho (he/him)



Who are the PCPIs?

- Members of the Patient, Carer and Public Involvement programme at the University of Sunderland
- Integrated throughout the Faculty of Health Sciences and Wellbeing from programme design and approval, to student recruitment, and supporting in teaching sessions and assessment




Background

Higher proportion of our PCPIs have experience of healthcare outside of the UK, largely in Nigeria and Ghana



Some of the scenario-based sessions were not reflecting the lived experience of our PCPIs



Co-production of a workshop with Friday Osho, to address the differences in healthcare in the UK in comparison to his experience in Africa

Who was involved?



Friday – PCPI with experience of healthcare in Nigeria and UK



Amanda – Lecturer in patient, carer and public involvement



New PCPIs with experience of healthcare outside the UK



Experienced PCPIs – mixture of people with UK and international health care experience

Outline of session



Introduction



Similarities and differences between UK and Nigerian healthcare



Smaller group discussions



Scenarios



Final sharing of thoughts

Differences between systems – Friday O.

Access – GP as a gatekeeper

Health insurance/out of pocket

Equitable distribution of quality healthcare service

Health records/data

Inter-professional rivalry among healthcare workers

Feedback and follow up care

Care and compassion

Trust

Experience as a patient in UK and Nigeria – Friday O.

Diagnosis -
religious
belief

Trust in the
system

Self-
medication /
OTC / “herbs”

Disclosure /
confession

Fear of
stigma

Highlights of being a PCPI – Friday O.



RICH INTERACTION



INQUISITIVE
STUDENTS



NON-JUDGMENTAL
ENVIRONMENT-
CONFIDENTIALITY



ENRICHING
PROGRAMME
DIVERSITY



SIMULATING REAL
LIFE EXPERIENCE FOR
STUDENTS

Outcomes

PCPIs from global majority background with experience of healthcare outside the UK felt validated that their experience was recognised

Greater understanding and comfort with the NHS way of working

Experienced PCPIs gained greater understanding of different healthcare systems

More empathy and understanding between PCPIs from different backgrounds

Many PCPIs felt that a repeat of this session would be beneficial for PCPIs and academic staff

Development and delivery of Equality, Diversity and Inclusion refresher training for PCPIs

Using PCPIs in your programme



If you have a course that uses PCPIs or you are going through approval / re-approval and want to incorporate PCPIs in teaching, learning and/or assessment, please get in touch on: fhsw-pcpi@sunderland.ac.uk



If you already use PCPIs, and would like to promote more authentic teaching, learning and/or assessment environments which are societally and internationally reflective, then make sure to be explicit in requesting demographics on [booking forms](#)

E.g. if you want a female PCPI who is from a minority ethnic background please specifically request this – if you have diverse requirements, the sooner you submit this the better chance we can accommodate this

Thank you –
any
questions?

Amanda.Lee@sunderland.ac.uk

Fhsw-pcpi@sunderland.ac.uk

