

The logo features a white, irregularly shaped banner with a dotted border, set against a background of purple and magenta geometric shapes. The text "WORKPLACE ETHICS CHALLENGE" is centered on the banner in a bold, black, sans-serif font.

WORKPLACE ETHICS CHALLENGE

HEALTHCARE WORKSHOP: FOLLOW ON RESOURCES

Thank you for attending the Workplace Ethics Healthcare Workshop 2024. We hope you enjoyed the session and you learned a lot.

The resources listed below include the materials referred to in the workshop, plus links to sources of further training and guidance and some related volunteering opportunities.

If you would like to feed back to us about any aspect of the workshop, please contact us via egc@manchester.ac.uk.

Find out more: Activity 1 – Scenario Cards

Aisha

Aisha is a midwife at a large city centre hospital. One day, a colleague complains to Aisha about foreign women not following pregnancy guidance and asks for her advice on how to 'get them to understand'.

Further info and real-life scenarios:

- The UK currently has one of the lowest maternal mortality rates in the world ([World Health Organisation](#), 2023), but maternal mortality for black women is currently 4 times higher than for white women in the UK. Significant disparities also exist for women of Asian and mixed ethnicity. Despite these disparities having been routinely documented over the past 20 years, this issue has only started to gain mainstream attention warranting government intervention since 2018 ([MBRRACE-UK, Saving Lives, Improving Mothers' Care](#)).
- In March 2023, NHS midwife, Olukemi Akinmeji, won an employment tribunal case for race discrimination and victimisation, against the NHS Trust in Kent where she was employed from 2018-2020 ('[Discrimination is the biggest career obstacle for women of colour in the NHS](#)', Raki Chand, University of Manchester).
- Also in March 2023, [Michelle Cox](#), a healthcare manager and senior nurse won an employment tribunal case against NHS England and NHS Improvement Commissioning in Manchester, on grounds of race discrimination and whistleblowing.
- According to NHS data from 2022, black and minority ethnic women are the most likely of all NHS staff groups to experience discrimination (both racism and sexism) from patients or colleagues ([NHS Workforce Race Equality Standard](#) (WRES, 2022)).
- '[Misogyny and racial bias routinely putting patients at risk, warns NHS England Safety Chief](#)' (The Guardian, Feb 2024).

Alex

Alex is a trainee mental health practitioner in a local Youth Justice Service. One day Alex sees her supervisor Sam giving a hug to one of the young offenders.

Further info and real-life scenarios:

- NHS Trusts recorded more than 35,000 cases of rape, sexual assault, harassment, stalking, and abusive remarks between 2017 and 2022, but only 1 in 10 trusts has a dedicated policy to manage the problem – '[Medical colleges and unions call for inquiry over "shocking" levels of sexual assault in the NHS](#)' (BMJ, May 2023).
- '[A healthcare assistant abused my daughter while she was in a mental health facility](#)' (BMJ, May 2023).
- '"[Toxic culture](#)" of abuse at mental health hospital revealed by BBC secret filming' (BBC, Sep 2022).
- '[With sexual harassment or assault, what you permit, you promote](#)' (BMJ, May 2023).
- UK Government Statutory Guidance - '[Working Together to Safeguard Children](#)' (published Mar 2015, updated Feb 2023).

Mo

It's Tom's first visit to the stroke clinic, where he's seen by Mo, his new specialist nurse. As Mo starts to examine him, Tom becomes agitated, saying that he wants to be looked after by a proper nurse, 'not a man wanting to do a woman's job'.

Further info and real-life scenarios:

- Nursing and nursing professionals are often associated with certain social stereotypes, and nursing profession often viewed as 'female' with low skills and social status, with male nurses' professional competencies and masculinity often questioned, even today ('[Current Stereotypes associated with Nursing and Nursing Professionals: An Integrative Review](#)' Teresa-Morales et al, 2022).
- The NHS Staff Survey 2022 showed LGBTQ+ staff members were over 7.2% more likely to experience abuse including physical violence, bullying and harassment from both patients and patients' families – with over 23% of LGBTQ+ staff surveyed experiencing abuse from colleagues and managers ([NHS Staff Survey](#), 2022).
- '[What's it like to be a gay, male nursing student?](#)' (NS Standard, 2017).
- '[Women arrested after homophobic abuse in Liverpool Hospital](#)' (The Standard, 2021).
Response from Merseyside Police: '*We are treating this incident as a hate crime. These women not only caused distress to patients, staff and visitors to the hospital at this sad and challenging time, they verbally abused one of those nurses working so hard at the frontline.*'

Sajid

Sajid is a third year-student on clinical placement at a local hospital. He belongs to a WhatsApp group where students regularly share their experiences of working with patients and staff.

Further info and real-life scenarios:

- '["No excuse": NHS health board reprimanded after patient data shared on WhatsApp over 500 times](#)' (Sky News, Aug 2023) - Information Commissioner's Office reported that personal info such as patient names, phone numbers, and addresses were shared by 26 staff members on more than 500 occasions between April 2020 and April 2022.
- '[Met Police: Ex-officers sentenced over racist WhatsApp posts](#)' (BBC News, 2023).
- See also the [Online Safety Act 2023](#) – surveillance of all encrypted online messaging means it's now impossible to be sure if patient/staff data is 100% secure.
- However, some professionals have expressed '[Concerns over new laws that could end use of WhatsApp in the NHS](#)' - 'Care is better when doctors can talk to each other...For a range of situations doctors find themselves in, only a general app like WhatsApp is easy to use' (BMJ, 2024).

Naomi

Naomi is a trainee doctor on a multidisciplinary team. She's noticed that her supervisor doesn't always follow infection control precautions, despite a recent push to improve general infection and prevention control measures across the hospital.

Further info and real-life scenarios:

- Range of issues and possible responses (e.g., infection control, patient safety, etc), but also raises potential whistleblowing concerns:
- For example, 343 whistleblowing disclosures received [NHS England 'Freedom to Speak Up'](#) - Annual Report on Whistleblowing Disclosures (Jan 2024).
- ['NHS whistleblower tells tribunal he faced "brutal retaliatory victimisation"'](#) (The Guardian, Sep 2023).
- ['NHS whistleblowers need more protection'](#) (BBC News, Jul 2023). Protections for NHS staff to speak out about wrongdoing may be insufficient to prevent another big scandal like that at the Mid Staffordshire hospital trust, according to Sir Robert Francis.
- ['Following Lucy Letby, 71% of doctors say whistleblowing damages careers'](#) (Hospital Consultants and Specialists Association (HCSA) - ITV Tonight, Nov 2023).

Laura

John is an in-patient on the ward where Sunita has recently started work. During visiting hours, John's family tells Sunita that she's his favourite, and he thinks she looks good in her nurse's uniform. When Sunita raises this with her colleagues, they laugh and tell her she should take it as a compliment.

Further info and real-life scenarios:

- ['NHS staff report 20,000 claims of patient sexual misconduct over five years'](#) (The Guardian, May 2023). Experts cautioned that the figures were likely to be a serious underestimate as staff are often deterred from making complaints when patients abuse them. Deeba Syed, a senior legal officer at the Rights of Women helpline, said: 'Women tell us they are expected to continue to care for patients who are abusive or harassing without efforts to adequately safeguard them from further harassment'.
- ['How many more people will be abused before we act on sexual violence in healthcare?'](#) (BMJ, May 2023).
- ['An epidemic of sexual assault: how the NHS can better protect staff and patients'](#) (YouTube, Jun 2023).
- NHS organisations are being strongly urged to sign up to the sexual safety charter, which comprises 10 commitments. These include a commitment to 'provide appropriate support for those in our workforce who experience unwanted, inappropriate and/or harmful sexual behaviours: [Sexual safety in healthcare – Organisational Charter](#) (published Sep 2023, updated Feb 2024).
- ['Surviving Healthcare: Sexism and Sexual Violence in the Healthcare Workforce'](#) (2023).

Find out more: Activity 2 - Jenny's Story

The [General Medical Council Learning Disabilities website](#) contains a wide range of interactive resources that are aimed at doctors, but valuable for all.

- See in particular an [interactive case study](#) about a young woman with a learning disability, and the problems that she faces accessing appropriate healthcare, which inspired some of Jenny's Story.
- If you have just five minutes then watch the film of Professor Baroness Sheila Hollins listing [five important things to remember when seeing a patient who has a learning disability](#).
- The [Patient Perspectives](#) section includes [messages from patients](#) with learning disabilities and a section explaining [communication tools](#), including the Hospital Passport.

The [Down's Syndrome Association \(DSA\)](#) website also has a wide range of resources, specific to individuals with Down's Syndrome, including guidance on [Healthcare for people with Down's Syndrome](#) and the [Down's Syndrome Medical Interest Group](#).

Members of the [DSA Our Voice](#) group worked with the Ethical Grand Challenges team to put together the following video as part of the Workplace Ethics Healthcare Challenge Workshop, with specific guidance on how to approach the issue of healthcare for people with Down's Syndrome.

The [Mencap website](#) also contains a wide range of resources, including:

- Further information about [challenging behaviour](#), learning disability and how to find the right support.
- Mencap's 2018 campaign '[Treat Me Well](#)' aims to transform how the NHS treats people with a learning disability in hospital. Go to the website to sign up to receive information, resources and stories.
- [Mencap's Resources for Healthcare Professionals webpage](#) includes links to a range of resources and reports.
- If you're interested in supporting Mencap's campaigns, their [Get Involved](#) pages tell you how you can help.
- Please note, the Mencap website pages which featured 'Daisy's Story', referred to in the workshop, are no longer available. The '[Hear My Voice: Healthcare](#)' webpage details the demands made by Mencap of healthcare providers as part of this campaign.

Further information:

Since 01 July 2022, all registered health and social care providers have been required to provide training for their staff in learning disability and autism. This new legal requirement was introduced by the [Health and Care Act 2022](#), in order to ensure that health and social care providers are able to meet the needs of **anybody** using their services.

However, the [evidence shows](#) that the safety of people with learning disabilities is still being compromised when they enter hospital, so there is still a lot to learn about how best to consistently support people with a learning disability when they enter hospital and/or encounter the healthcare system.

The University of Manchester '[Advice and help to volunteer](#)' pages will link you to lots of guidance on how you can volunteer to support vulnerable people.

Further Support, Guidance and Training: Equality, Diversity and Inclusion (EDI) in the Workplace

Many workplaces, including the University of Manchester, provide insight and training on Equality, Diversity and Inclusion (EDI). The [Equality Act 2010](#) and the [Public Sector Equality Duty](#) provide a legal framework to protect people from bullying, discrimination, harassment and victimisation in the workplace, at study, or within wider society. For further information, take a look at the University of Manchester's [Equality, Diversity and Inclusion Policy](#) and the [Dignity at Work and Study Policy](#).

Training is also available for students to ensure that the University community overall can benefit from a fuller understanding of equality and diversity issues – including, for example, the [Equality, Diversity and Inclusion](#) unit available through the University College for Interdisciplinary Learning (UCIL).

The University of Manchester [Report & Support](#) page contains a wealth of information about, and links to, a wide range of additional resources, guidance and support available to you at the University and in the Manchester area.

You might also be interested in getting involved with one of the [University-led Campaigns](#) aimed at tackling discrimination and harassment, or in the University's [Active Bystander training](#). Remember, it's everyone's responsibility to take action – so please do [take responsibility](#)!