

Improving the accessibility and acceptability of the Test and Protect system for people from minority ethnic communities

Discussion at the network meeting on 29th October

The Test and Protect system has now been up and running for a few months. We are now taking the opportunity to review the system and recommend improvements to make it more culturally sensitive for minority ethnic communities.

We plan to host a couple of discussions covering various aspects of the Test and Protect system. To get the most from these discussions we want to narrow the topics we will discuss. The aim of this session is to get your feedback on which topic areas to prioritise.

The ask

- On the 29th we want to hear from you which areas we should prioritise for further discussion.
- Please consider the different areas of Test and Protect that are outlined in the table below.
- Prioritise 3 or 4 areas that you feel are in most need of improvement or further consideration, to make them more accessible and culturally acceptable to the communities you represent.

Process	Reason
Communication of Covid-19 symptoms and FACTS guidance	It is important that people are aware of Covid-19 symptoms, so they can isolate and arrange for a test. Awareness of physical distancing, wearing a mask etc will reduce likelihood of catching and transmitting virus.
Booking a test (via NHS Inform or NHS 24)	Important that people are able to book a test at the onset of symptoms so they can self-isolate quickly or resume activities if test is negative.
Caller verification (Name, Address, DOB, phone number)	Contact tracers ask for information to ensure they are speaking to the correct person, either someone that has tested positive, someone that has been in close contact with someone who has tested positive or someone arriving in Scotland that requires to quarantine.

<p>Personal details</p> <p>(Sex, Ethnicity, home/mobile phone, email, Health Board, Local Authority, GP practice, address, employment status, occupation)</p>	<p>This information is required for various reasons.</p> <ul style="list-style-type: none"> • For national reporting and identifying trends • Contact information to send further information and advice • To update GP records • To contact the Local Authority if isolation support is required • For tracing outbreaks if they are related to work place
<p>Ability to understand and follow isolation guidance</p>	<p>To stop virus transmission it is important that people understand how long to isolate for, what they will need to do and what support is available to help them.</p>
<p>Requesting details of contacts</p>	<p>This is to identify anyone that has been in contact with the person with a positive test for Covid-19. So they can self-isolate and book a test if they develop symptoms</p>
<p>Language support/advocate or guardian</p>	<p>Contact tracer will ask people if they would prefer to speak in a language other than English or if they would like the contact tracer to speak to an advocate.</p>
<p>Automated SMS messages and emails</p>	<p>Information on isolation and accessing medical support is sent via text or email. This is usually sent following a contact tracer call.</p>
<p>Signposting to support services</p>	<p>There is signposting to Local Authority support to help people isolate. (this may include delivery of food and medication)</p>
<p>Protect Scotland app</p>	<p>Anonymous contact tracing app, supports test and protect with close contacts you may not know. For example people sitting close by on public transport.</p>