

CSP South West Regional Network Event

Diversity, Equality and Inclusion in Physiotherapy:

Keeping the Conversation Going

1

00:00:02.970 --> 00:00:03.240

Okay.

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00:00:05.520 --> 00:00:11.790

Chris Martey: Hello everyone, as you're coming in the session is recorded, which can wait for a few more people to join us.

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00:00:20.550 --> 00:00:22.080

Jane Mitchell: We are live on Facebook.

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00:00:38.910 --> 00:00:40.920

Chris Martey: Okay, I can see people still joining

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00:00:42.120 --> 00:01:00.810

Chris Martey: I'll just start the conversation then and people can still filter in so Hello everyone and welcome to our Southwest regional network event. Thank you for joining us and hopefully we're going to have people from outside of our southwest region because of course we did open this up to

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00:01:01.860 --> 00:01:06.900

Chris Martey: More regions all CSP members so I can still see people filtering in

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00:01:08.340 --> 00:01:15.450

Chris Martey: My name is Chris Marty. I'm a physiotherapist in the southwest in the crystal and bath area.

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00:01:18.000 --> 00:01:25.230

Chris Martey: And tonight's event is being facilitated by Hannah Molly, who is a first contact physiotherapist also in

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00:01:25.290 --> 00:01:26.490

Chris Martey: The southwest region.

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00:01:27.510 --> 00:01:41.280

Chris Martey: And we're both part of the CSP is voluntary member led organization which is the Southwest regional network. And like I mentioned a few minutes ago. We are going to be recording this event. And it's also live on Facebook.

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00:01:42.480 --> 00:02:04.380

Chris Martey: We're trying to utilize all social media platforms as well. So Twitter is another huge one. So if you are on Twitter. Please do tweet and say that you're here and it is using the hashtag CSP Boehm okay so make

sure you have a presence on there and then we'll get started in just a moment.

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00:02:10.680 --> 00:02:18.480

Chris Martey: Thank you, Rachel. I've see here in the chat box there. We would like to then say it's a timely timely reminder to say can you

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00:02:19.050 --> 00:02:24.630

Chris Martey: Familiarize yourself with the zoom. If you've not done already. Although, given the current climate. I'm sure you've

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00:02:25.170 --> 00:02:40.140

Chris Martey: Been zoomed out recently. And so, to the right of the screen you'll see a chat function and you can do chat to everyone or to private individuals and please do use that say hello and where you're from.

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00:02:41.760 --> 00:02:42.330

Chris Martey: Okay.

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00:02:47.640 --> 00:02:56.880

Chris Martey: Thank you. And a few more housekeeping things then. So like I said, it's going to be recorded that the Chat Transcripts will also be recorded.

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00:02:57.150 --> 00:03:13.350

Chris Martey: We will stop recordings, though, when we get to the Q AMP a discussion and the panel discussion and so that section will be again very open and available to have a discussion and we have got three brilliant speakers this evening, who will be speaking

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00:03:14.430 --> 00:03:26.940

Chris Martey: One after another, and it will be hopefully really engaging and we wanted to say that ultimately we want to create a safe space, an open space where people can have a discussion around

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00:03:28.230 --> 00:03:36.840

Chris Martey: Equality diversity and inclusion in physiotherapy but of course outside physiotherapy as well in the world because it's such a prominent issue.

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00:03:38.100 --> 00:03:43.740

Chris Martey: At the moment, but regardless, okay. So you can see people coming in. Thank you for writing your names in the chat.

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00:03:48.690 --> 00:03:58.140

Chris Martey: So I think a few things to start them before we introduce the speakers and before what before we go on to Hannah as well. I've introduced myself. I think

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00:03:58.650 --> 00:04:02.370

Chris Martey: What else heroin I as facilitators for this event. Once we were

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00:04:02.910 --> 00:04:14.370

Chris Martey: Thinking about it why we're thinking about what we might want to people in the southwest to get out of this. We certainly came up with lots of different things. We're both passionate about this topic and

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00:04:14.850 --> 00:04:22.890

Chris Martey: There's a few things which we hope you all go away with will be lots of people who will feel more comfortable listening, rather than speaking tonight, but we do encourage people to

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00:04:23.580 --> 00:04:32.880

Chris Martey: Ask questions get involved as much as you can. Okay, that is the premise of this talk tonight we really want to get people having the conversation around

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00:04:33.780 --> 00:04:48.630

Chris Martey: Race racism equality and diversity. Okay, we want to try and remove any fears as well associated with this fears, anxieties that awkwardness that some people may feel and also hopefully get people used to

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00:04:50.070 --> 00:04:56.790

Chris Martey: Be okay with certain terminology. Okay, so think saying terms like black or white, or

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00:04:57.300 --> 00:05:06.030

Chris Martey: You know, Asian ethnic minority different terminology, because there are lots of people who feel anxious about whether or not they'll say the wrong thing. Okay.

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00:05:06.780 --> 00:05:16.830

Chris Martey: I would say from from my background. I'm a mixed race, man. Okay. My mother is white. My father is black. My father is from Africa.

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00:05:17.250 --> 00:05:29.790

Chris Martey: My mother is born in England but comes from family heritage in Ireland, I was born in London and then move to the East Midlands and have been in a very diverse verse and multicultural

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00:05:30.390 --> 00:05:41.580

Chris Martey: Societies and I think it's important to acknowledge where we all come from and the differences we have and also our backgrounds and what experiences we've been through which will shape.

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00:05:42.210 --> 00:05:51.870

Chris Martey: Us as people and some of the experiences which we may not be aware of that other people are going through. So for me today. I'm hoping that some of the things we get out of this are

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00:05:52.290 --> 00:06:00.810

Chris Martey: That people will maybe recognize subtleties right maybe recognize things that they've not thought about and hopefully at the end of all of this, we will

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00:06:01.410 --> 00:06:05.460

Chris Martey: If you're like me you've got your pen and paper ready, you might be jotting things down. If you go

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00:06:05.790 --> 00:06:13.920

Chris Martey: But certainly will make sure that you've got the slides afterwards and we will issue out a resource pack for those of you who do you want to

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00:06:14.460 --> 00:06:26.100

Chris Martey: Educate yourselves more so on this topic. And so we've got 50 people in today. So thank you very much for joining. We will continue this conversation now and I'll pass over to Hannah who can introduce herself as well.

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00:06:26.910 --> 00:06:29.730

Hannah Morley: Right. Hi, everyone. Can you all hear me.

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00:06:31.050 --> 00:06:45.030

Hannah Morley: Great. Good start. So I'm really proud that southwest CSP have decided to make the quality diversity inclusion a priority because it's something that I certainly want to have more meaningful for conversations about in my life, and especially

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00:06:45.270 --> 00:06:51.810

Hannah Morley: In my work. So I'm Hannah morning I'm a first contact physio working in Gloucestershire living in Bristol.

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00:06:52.350 --> 00:07:01.530

Hannah Morley: Just to give you a bit of background. I grew up in north Wales and I now live in the southwest. So those are two of the least diverse places in the UK.

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00:07:02.010 --> 00:07:14.280

Hannah Morley: And I grew up with no meaningful relationships with people color from memory. Every child until I was in sixth form in my school was white. I was not taught to see myself in racial terms.

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00:07:14.850 --> 00:07:20.940

Hannah Morley: And now I see how unhealthy this experience was. But I'm sure that there will be people listening to this call.

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00:07:23.130 --> 00:07:26.790

Hannah Morley: With similar upbringings I was not aware of my white color.

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00:07:27.990 --> 00:07:38.040

Hannah Morley: Pledge, because everyone I knew also had it and I understand. Therefore, when people say that they're worried about saying the wrong thing, because I've also had these concerns.

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00:07:38.430 --> 00:07:50.610

Hannah Morley: But I've noticed that the more we are okay with being uncomfortable. It's important than we embrace the discomfort, because we can't have meaningful conversations about this and stay comfortable

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00:07:51.930 --> 00:08:00.060

Hannah Morley: Despite actively learning engaging with anti racist ideas reading having conversations I get it wrong all the time and I want to share something with you.

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00:08:00.540 --> 00:08:07.410

Hannah Morley: Which is quite personal. But I think it's important that we do talk about our slow personal experiences in this

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00:08:07.890 --> 00:08:16.560

Hannah Morley: So a few days ago a friend told me about an injustice that happened to them, they were taking pictures of the sunset at the suspension bridge and restore

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00:08:17.010 --> 00:08:23.310

Hannah Morley: And a white bridge worker aggressively approached them and told them they were not allowed to take photos.

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00:08:23.670 --> 00:08:35.550

Hannah Morley: That bridge with bridge worker said that the bridge wasn't average tourists and that they were going the wrong way and and what one way system. The indicated one way system sign because they assumed that my friend couldn't read it.

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00:08:36.300 --> 00:08:43.890

Hannah Morley: My friend told the worker that they were not tourists that they live locally knew the rules about walking on branch and weren't reaching all my system.

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00:08:44.880 --> 00:09:02.280

Hannah Morley: So my friend was telling me about this this incident happened and my immediate reaction was to ask my friends were, they were on the bridge when it happened and questioning if perhaps they were on the wrong side. Maybe they stretch the rules.

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00:09:03.630 --> 00:09:09.030

Hannah Morley: I'm really fortunate to have people around me who I trust, and they held me to account on this moment.

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00:09:09.690 --> 00:09:19.980

Hannah Morley: I had invalidated their experience by doubting their account I taken sides with the aggressor and white solidarity and I was uncomfortable to hear and realize that

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00:09:20.640 --> 00:09:27.000

Hannah Morley: But if these moments go unrecognized we can't analyze them. We can't share them with others, we can learn from them.

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00:09:27.750 --> 00:09:35.550

Hannah Morley: And interestingly, as we've watched the bridge from above the same white bridge worker strode full pals across the bridge.

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00:09:36.060 --> 00:09:48.060

Hannah Morley: And chastise to Asian men for taking pictures from the correct side of the bridge, only a few moments before a white runner drugged full pelt the whole length of bridge on the wrong side without reproach.

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00:09:48.840 --> 00:10:08.070

Hannah Morley: And this is just a tiny example of everyday racism that people call a face all the time and I just hope that we can all commit to holding ourselves accountable for our own biases in a supportive and positive way and normalizing these conversations about equality diversity and inclusion.

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00:10:09.270 --> 00:10:15.630

Hannah Morley: I just want to share something that's the power poets Armani talks about in the artists new buyer Garcia.

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00:10:16.200 --> 00:10:23.130

Hannah Morley: They say that it's important for people to show up to each other's fights. And I think that's really important that we're having this conversation in this way.

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00:10:23.880 --> 00:10:28.860

Hannah Morley: So thank you all for letting me share that I hope that some of you can

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00:10:29.790 --> 00:10:43.740

Hannah Morley: Think about situations where maybe you've been involved in as well. And hopefully we can explore this all together. So I'd like to hand over to our next speaker so money is is going to speak. Next, I'll let him introduce himself.

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00:10:46.260 --> 00:10:46.830

Manni Ovola: Evening.

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00:10:48.660 --> 00:10:58.680

Manni Ovola: That was. Yeah, that was a that was an intro. Thank you both. Hannah and Chris that was that was that was touching on. I love that poetry at me at the end.

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00:11:00.180 --> 00:11:10.860

Manni Ovola: I just want to say thanks for inviting me here to to talk about my thoughts and my ideas around equality diversity and inclusion.

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00:11:11.310 --> 00:11:16.050

Manni Ovola: And before I do start my talk. I just want to, obviously, acknowledge that we are in a

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00:11:16.830 --> 00:11:29.880

Manni Ovola: In a, you know, global pandemic and there are people who have lost loved ones. And I just want to say, you know, to everybody who has been affected I send my condolences. If you haven't lost any loved ones or if there are people in your family who are sick.

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00:11:31.260 --> 00:11:40.770

Manni Ovola: You know, it's important to acknowledge that. So I am going to share my screen and hopefully get started and

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00:11:45.510 --> 00:11:46.380

Manni Ovola: Can we all see that

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00:11:47.580 --> 00:11:50.040

Yes. Okay, perfect.

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00:11:51.570 --> 00:11:56.580

Manni Ovola: So my my talk is titled endeavor to learn a talk on culture.

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00:11:57.660 --> 00:12:07.380

Manni Ovola: I feel we endeavor to learn as professionals about everything else. But when we talk about culture we talk about equality diversity and inclusion were stunted.

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00:12:08.220 --> 00:12:28.320

Manni Ovola: We sometimes feel like we trip over ourselves and we we feel like we don't hit that that peak. We don't get to that that pinnacle. So I want to motivate us to to endeavor to learn. I'm had set set the set the scene for the two other panelists to talk. So let's get started.

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00:12:29.670 --> 00:12:30.180

Manni Ovola: Who am I

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00:12:31.590 --> 00:12:34.830

Manni Ovola: I was born in Uganda. I moved to London as a four year old.

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00:12:36.090 --> 00:12:39.330

Manni Ovola: I'm a man who is passionate about physiotherapy and sport.

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00:12:40.500 --> 00:12:41.040
Manni Ovola: I have

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00:12:42.330 --> 00:13:00.810
Manni Ovola: Been qualified since 2013 as a physiotherapist I was one of the first black male physiotherapist to work at charging Westminster hospital also one of the first black male physiotherapists why I'm the first black male physiotherapist to work at pure sports medicine in in bank.

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00:13:02.640 --> 00:13:03.690
Manni Ovola: As a professional

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00:13:04.740 --> 00:13:20.100
Manni Ovola: I have experienced racism on many, many occasions, I think the most poignant one which some of you have seen on Twitter was being mistaken for a cleaner and being asked to pick up a piece of tissue while I was walking up the stairs. This was with somebody I shared an office with

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00:13:21.150 --> 00:13:32.820
Manni Ovola: Which was the most striking thing to me and that person was was apologetic, and they knew they made a mistake, but it was glaringly obvious that I was

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00:13:34.020 --> 00:13:37.620
Manni Ovola: I stuck out. So to me it was a an indication of

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00:13:39.360 --> 00:13:41.820
Manni Ovola: A situation. I didn't want to be in especially professionally.

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00:13:43.710 --> 00:13:58.110
Manni Ovola: Before this, I've actually skipped my patient experience and I wanted to play football professionally for a long time, but I had an Australian and fracture fraction, the posture aspects of the ankle. Very rarely happens to footballers

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00:13:59.430 --> 00:14:08.580
Manni Ovola: I kept going to add my mother took me to many, many occasions and I was sent away told to rest and nothing was done.

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00:14:10.260 --> 00:14:25.590
Manni Ovola: Only until I was 21 after experiencing the pain from about 18 years of age that I get an x ray and identify that I had an Austrian and fracture. I had numerous occasions where I traveled to any departments and was sent away.

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00:14:26.940 --> 00:14:39.150
Manni Ovola: I didn't think anything of it until I started reading some of the insights into some of the pain books that we have seen recently on on social media and in the news in which they depict and say that

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00:14:40.800 --> 00:14:44.460

Manni Ovola: People black people can exaggerate pain, people with

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00:14:45.960 --> 00:14:53.940

Manni Ovola: Specific face that are important to them will hold on to the faith and state that they won't take painkillers, because the faith will

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00:14:54.540 --> 00:15:08.190

Manni Ovola: Will help them with their, their recovery. So for me, my experiences have shaped who I am and they'll shape what you see in this presentation I founded the cultural health club in February, the 24th.

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00:15:09.540 --> 00:15:12.720

Manni Ovola: Of 2020 meeting a young group of

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00:15:13.770 --> 00:15:20.580

Manni Ovola: physiotherapist from minority backgrounds and ask them if they wanted to collect together to talk about health with

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00:15:21.840 --> 00:15:24.870

Manni Ovola: A cultural nuance a cultural viewpoint.

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00:15:26.310 --> 00:15:35.910

Manni Ovola: I want to tell you I don't know everything. I don't speak for every minority individual minority groups do not want sympathy, they would like solutions.

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00:15:37.650 --> 00:15:39.120

Manni Ovola: Ain't to find the solutions.

96

00:15:42.510 --> 00:15:44.190

Manni Ovola: So what is culture.

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00:15:45.870 --> 00:15:50.370

Manni Ovola: kool Moe Devon. I didn't find this out until about two or three years ago.

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00:15:51.870 --> 00:16:01.920

Manni Ovola: There's a, there's a way. You've got to have your, your skin. I hope I've said that. Right. And so I thought, if there's this was going to be in the southwest. This was something important to talk about

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00:16:03.180 --> 00:16:06.240

Manni Ovola: I couldn't find out the reason exactly why different

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00:16:07.260 --> 00:16:16.440

Manni Ovola: Well, Cornwall or Devon have this guns in specific ways I can find out some nuances about, you know, you can put more cream on if you put it at the bottom or

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00:16:16.800 --> 00:16:23.760

Manni Ovola: Things like that, but I couldn't find out exactly what the reason was behind this hopefully maybe somebody can enlighten me at the end.

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00:16:25.710 --> 00:16:26.940

Manni Ovola: What do you see here.

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00:16:28.080 --> 00:16:31.290

Manni Ovola: Some of you may have seen any of these items before

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00:16:32.460 --> 00:16:34.560

Manni Ovola: But these are items that are close to my heart.

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00:16:35.580 --> 00:16:37.470

Manni Ovola: As a child of the diaspora.

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00:16:39.030 --> 00:16:45.720

Manni Ovola: And an African Man, these are these are these are food items I all the time. But when I went to university and I bought

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00:16:46.110 --> 00:16:53.130

Manni Ovola: The yellow but yellow looking item which is like a banana. It's called plantation, which most of you might know, people ask what what is that

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00:16:53.970 --> 00:17:12.330

Manni Ovola: And, and, you know, when I go back to Africa and I maybe take British item that will ask. Also, what is that, so being a child of the diaspora. Your, your to Africans to be British you to British to be African so that's where I said,

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00:17:14.880 --> 00:17:21.660

Manni Ovola: I just want to take a moment and ask you all to give yourself two minutes and define the word culture for yourself.

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00:17:27.120 --> 00:17:31.620

Manni Ovola: I won't give you actually two minutes because Chris and Hannah my asked me to move on. So I'll give you about faith.

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00:17:33.810 --> 00:17:35.520

Manni Ovola: And define the word culture.

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00:17:40.710 --> 00:17:46.170

Manni Ovola: Before I went to look for this definition. I've always thought of culture is something

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00:17:48.780 --> 00:17:51.480

Manni Ovola: Something you see something you would

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00:17:53.040 --> 00:17:55.020

Manni Ovola: Maybe like the food items we talked about

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00:17:56.370 --> 00:18:05.970

Manni Ovola: Previously I think it's the nuance. It's the way you use the food items. So you may be from a different parts of Africa and use the plantation a different way.

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00:18:06.390 --> 00:18:21.090

Manni Ovola: Or you're from Devon and Cornwall and use your skin and each is gone in a different way because that's the nuance of culture, rather than the food itself because it's gone is actually a biscuit in Africa in Uganda.

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00:18:22.110 --> 00:18:27.210

Manni Ovola: And it's it's it's almost the same food, but the way we eat it will be completely different to the way it's eaten in the southwest.

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00:18:28.890 --> 00:18:33.330

Manni Ovola: So I went and looked at definitions and that I found this paper.

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00:18:34.680 --> 00:18:41.400

Manni Ovola: Which I felt was really powerful. The definition of culture and application orientated overhaul 2009

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00:18:42.450 --> 00:18:44.820

Manni Ovola: The general understanding of culture is the broadening

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00:18:46.200 --> 00:18:47.220

Sorry, excuse me.

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00:18:51.240 --> 00:19:01.590

Manni Ovola: She's the broadening of cultural the cultural perspective of human existence to include a collective perspective culture is most evident where one find shared practices.

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00:19:03.330 --> 00:19:23.190

Manni Ovola: Collectively, we're here to refer for more and structural aspects of human groups employing this approach, the cultural can then be Catherine self consciously reduced to its content to the customs or habits of individuals in interaction.

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00:19:25.020 --> 00:19:33.480

Manni Ovola: In order for them to be called culture habit simply need to be familiar to the individuals in interaction. In contrast, the personal idiosyncrasies

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00:19:34.530 --> 00:19:37.920

Manni Ovola: Cultural peculiarities of plural phenomenon.

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00:19:38.970 --> 00:19:44.310

Manni Ovola: Culture begins. Therefore, where people interacting groups. Just remember that point.

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00:19:45.510 --> 00:19:48.030

Manni Ovola: It ends with the characteristics of the individual.

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00:19:52.770 --> 00:19:53.280

Manni Ovola: So,

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00:19:54.540 --> 00:20:02.340

Manni Ovola: Let's go back. Let's go back to Francis golden he's the founder of the the eugenics lab at UCL in 1904

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00:20:04.290 --> 00:20:13.410

Manni Ovola: Yes, there was a eugenics lab at UCL and this eugenics lab was basically where the Nazi Party.

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00:20:15.300 --> 00:20:23.370

Manni Ovola: Founded some of their ideas and how they wanted to create the Aryan race Francis Colton was a mathematician.

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00:20:25.500 --> 00:20:35.460

Manni Ovola: And this is what he said the history of the world tells the tale of continual displacement of populations. Each by a worthy successor and humanity gains there by

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00:20:36.570 --> 00:20:43.380

Manni Ovola: The game would be immense the world. The whole civilized world if we were to outreach and finally displace the Negro

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00:20:45.240 --> 00:20:48.300

Manni Ovola: as completely as the latter has displaced the Aborigines

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00:20:48.390 --> 00:20:49.590

Agnieszka Cyrek: Of the West Indies.

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00:20:53.400 --> 00:20:54.600

Manni Ovola: Called Pearson

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00:20:56.010 --> 00:20:58.920

Manni Ovola: Karl Pearson was practice golden successor

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00:21:00.360 --> 00:21:07.260

Manni Ovola: And he was a creator of the pace and coefficient. We all know that we've seen it in our, in our papers that we read

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00:21:09.330 --> 00:21:11.100

Manni Ovola: And Karl Pearson was somebody who

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00:21:12.420 --> 00:21:20.340

Manni Ovola: We as bio statisticians and scientists physiotherapists we basically hold a high regard

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00:21:23.040 --> 00:21:33.690

Manni Ovola: I find that the common people have said in the media, not to raise our history is worthy sometimes because we need to understand where we've come from.

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00:21:34.740 --> 00:21:40.290

Manni Ovola: But the most important thing I realized is that history is only told in a certain way.

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00:21:42.000 --> 00:21:52.260

Manni Ovola: History is told by the oppressors. Not the ones oppressed, for instance, this is from the blue pack website and only at the bottom. Does it mention that Karl Pearson was

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00:21:53.820 --> 00:21:55.980

Manni Ovola: Part of the genetics lab at UCL

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00:21:57.000 --> 00:22:06.420

Manni Ovola: Other than that, it doesn't really state what Karl Pearson was talented for and how he got to his prominence.

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00:22:10.890 --> 00:22:11.850

Manni Ovola: leading on from that.

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00:22:12.870 --> 00:22:17.610

Manni Ovola: I feel that culture is deeply, deeply ingrained within our society.

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00:22:18.840 --> 00:22:23.310

Manni Ovola: If we have started off with a eugenics lab in UCL in 1904

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00:22:24.330 --> 00:22:26.940

Manni Ovola: And never had any changes in the hierarchy systems.

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00:22:28.950 --> 00:22:32.070

Manni Ovola: The system of inequality has never really been challenged

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00:22:34.230 --> 00:22:39.000

Manni Ovola: This picture that you can see on the screen is the

152

00:22:40.170 --> 00:22:48.330

Manni Ovola: Queen theory of privilege created by Stephanie Nixon in a 2019 paper which we can share with you will at the end.

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00:22:50.520 --> 00:22:58.260

Manni Ovola: For me, the eugenics lab sits in that middle section of science is that system of inequality.

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00:23:00.720 --> 00:23:13.170

Manni Ovola: They are there are certain individuals who sit on the top in the privilege section, who don't meet the culture. They don't understand the culture and they can never break into that system of inequality.

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00:23:14.250 --> 00:23:16.380

Manni Ovola: At the bottom of the oppressed.

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00:23:18.420 --> 00:23:22.440

Manni Ovola: And these are the people who, to me, do not meet the status quo.

157

00:23:24.900 --> 00:23:39.930

Manni Ovola: This picture here can show you a depiction of how people from different areas and different parts of our society. I met within the queen theory of privilege.

158

00:23:42.000 --> 00:23:42.450

Manni Ovola: So,

159

00:23:44.640 --> 00:23:45.810

Manni Ovola: What I want to say is that

160

00:23:47.040 --> 00:23:54.120

Manni Ovola: If we understand where we came from. We can understand where we're going. Let's find solutions, let's be bold. Let's be open.

161

00:23:56.220 --> 00:23:59.490

Manni Ovola: And I hope everybody stay safe within these troubled times.

162

00:24:05.040 --> 00:24:06.150

Manni Ovola: Thanks for your time, everybody.

163

00:24:21.660 --> 00:24:24.600

Hannah Morley: Hey, thank you so much money that was wonderful, thank you for

164

00:24:26.100 --> 00:24:39.480

Hannah Morley: All that you said that was really important stuff. And we're not going to take questions right now we're gonna move on to our next speaker. And then all we will be taking questions. Once our three speakers. How does it. So is he doing what

165

00:24:40.260 --> 00:24:41.010

Gita Ramdharry: I'm up next is

166

00:24:41.070 --> 00:24:47.310

Hannah Morley: Everything all right, I'll let you introduce yourself. Thank you very much. I will see if I can share my screen.

167

00:24:49.650 --> 00:24:51.180

Gita Ramdharry: I don't know if. Can you see anything yet.

168

00:24:56.130 --> 00:24:57.930

Gita Ramdharry: Sorry, let me see if I've got it.

169

00:25:02.370 --> 00:25:05.640

Gita Ramdharry: You should be able to see that now. Is that right, very Larry slides.

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00:25:06.870 --> 00:25:07.740

Gita Ramdharry: Yes, I like color.

171

00:25:09.240 --> 00:25:15.000

Gita Ramdharry: Money just has set me up beautifully there and we might have all talk beforehand but but

172

00:25:15.420 --> 00:25:24.810

Gita Ramdharry: That introduction to culture is so important. And I'm going to build on that. So for those of you who don't know me, I'm get around Terry, I'm a clinical

173

00:25:25.740 --> 00:25:34.890

Gita Ramdharry: Academic in London. I'm a consultant HP and so I do sit between clinical practice consultant level but

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00:25:35.310 --> 00:25:44.610

Gita Ramdharry: At my heart. I'm an academic and my research and I think you'll see a little bit of that through my talk in terms of I quite like to think about models and frameworks.

175

00:25:45.090 --> 00:25:58.920

Gita Ramdharry: And so Manny's there has got us all thinking about culture, what culture means to us and and definitions and there are many definitions out there and you know he presented one beautifully that which encompasses a lot. And what I've

176

00:26:00.090 --> 00:26:08.970

Gita Ramdharry: Done is going to do here is make you think about yes we think about a culture of us as individuals and the communities we might belong to. But actually,

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00:26:10.290 --> 00:26:27.300

Gita Ramdharry: The our professions have a culture. I'm going to challenge that a little bit and put that forward and the systems and practice that we work in as well. So money's mentioned the systems with the coin model. But actually, what does that mean to us every day in the systems that we work in

178

00:26:28.530 --> 00:26:29.010

Gita Ramdharry: So,

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00:26:30.300 --> 00:26:38.490

Gita Ramdharry: My simple definition of culture, which I've pulled and I've got a reference system. The end of phantom very useful and interesting papers on this.

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00:26:39.600 --> 00:26:52.770

Gita Ramdharry: Is actually, in a nutshell, it's the lens in which we view we interpret move respond to the world around us as individuals. And if we think about culture as an individual, there are multiple influences

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00:26:53.370 --> 00:27:02.550

Gita Ramdharry: And those influences they they they determine how we think how we feel how we act and also importantly for us how we might view our health status as well.

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00:27:03.390 --> 00:27:13.770

Gita Ramdharry: An important thing to note though is that we are that that even if we are from what appears to be from the outside of similar background, we're actually

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00:27:14.550 --> 00:27:24.600

Gita Ramdharry: Not homogenous group. So my heritage is Chris shared his there might minds and example of that is that I'm racialized by others as the British Asian my name.

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00:27:25.200 --> 00:27:38.820

Gita Ramdharry: And my parents, I guess. But actually, I'm mixed race as well. My mom is also Irish and my father is from Mauritius. But originally, my great grandfather was from India.

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00:27:39.180 --> 00:27:44.670

Gita Ramdharry: So that it so people. And when I went to university would start speaking

186

00:27:45.000 --> 00:27:54.210

Gita Ramdharry: That might start speaking a language to me that my spot spot. SPEAKING PUNJABI or odors me. I didn't understand them, because in Russia. Speak. Speak, speak French. So it's, um, it's, it's not

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00:27:54.720 --> 00:28:04.290

Gita Ramdharry: making assumptions that we're all a homogenous group. And actually, this is an interesting discussion point the moment about the, the term aim black and ethnic minority groups.

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00:28:04.770 --> 00:28:12.720

Gita Ramdharry: And actually, is does that lump everybody together. But that's a whole other discussion. So we'll, we'll do that. But I think what's important is that and

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00:28:13.680 --> 00:28:25.080

Gita Ramdharry: Our individual culture, all of those influences do relate to our identity. I think identity is a really important thing that you said there you know you're not quite British enough to

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00:28:25.500 --> 00:28:35.250

Gita Ramdharry: To Africa to African to be British and two pitches to be Africa, I feel that all the time as well. Whenever I go back to see my family Mauritius, and you know others. Others of you who

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00:28:35.820 --> 00:28:43.560

Gita Ramdharry: Are on the the the talk work who from different backgrounds. I'm sure will feel the same think it's something we all battle.

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00:28:44.250 --> 00:28:58.650

Gita Ramdharry: Is that identity can be difficult to navigate. And sometimes when you're in the minority group within a bigger majority culture. So I'm just to to move things around a little bit and thinking a bit more specifically

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00:28:59.700 --> 00:29:06.030

Gita Ramdharry: About culture for for the health care professions that we are, we're one group.

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00:29:06.480 --> 00:29:20.010

Gita Ramdharry: The institutions we work in and society as a whole because I wanted to focus here about us physiotherapist and our interactions with our patients clients service users. So what we have to look at is our

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00:29:20.910 --> 00:29:29.790

Gita Ramdharry: Underpinning in terms of it as healthcare professionals that the areas that and determine the culture of our professions.

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00:29:30.510 --> 00:29:46.890

Gita Ramdharry: And we can't get away from the fact that a majority of our education as healthcare professionals comes from the biomedical model and a lot of the institutions we work within also are also ascribed and set up to that biomedical model of healthcare.

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00:29:48.090 --> 00:29:56.640

Gita Ramdharry: And I've just put in this head trading methods, just to reflect on an experience I had when I was teaching. I was teaching in

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00:29:57.420 --> 00:30:09.210

Gita Ramdharry: Singapore, actually, if we, those of us who are trained in this country are very used to a particular way that we are educated and curriculum is delivered. I went to Singapore. I was trying to encourage a lot more

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00:30:09.660 --> 00:30:15.390

Gita Ramdharry: Interaction to them to question me to challenge me and that actually very much went against the culture.

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00:30:15.840 --> 00:30:24.480

Gita Ramdharry: There because to question your professor or to question your teacher was disrespectful. So it's, it's not just what is delivered, but it's how it's delivered and how

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00:30:24.720 --> 00:30:33.870

Gita Ramdharry: Those of us who've been trained here might have a quite a different way of looking in when that's something we have to be very mindful when we have our colleagues who have been trained in other countries.

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00:30:34.470 --> 00:30:48.060

Gita Ramdharry: And I think there's a really interesting reference I've put on the list by Louisa meds and her colleagues, where they, what they say is that we have actually been socialized to be physiotherapists

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00:30:48.870 --> 00:31:01.080

Gita Ramdharry: And and that is to do with our training is to do with how we're trained and i mean i remember hands up that when I went into my first mix practical session, we had to get our top off.

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00:31:02.010 --> 00:31:08.910

Gita Ramdharry: It was horrifying first and. But then we're after two or three sessions we kind of got used to it. So we sort of got used to that.

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00:31:09.390 --> 00:31:16.980

Gita Ramdharry: What was expected for us, especially therapy students and as an educator and there have been instances where that has been problematic where

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00:31:17.760 --> 00:31:27.210

Gita Ramdharry: With a more diverse student group modesty is an issue. And actually, my colleagues at the time, pushed back and said, Well, what do they expect with physios, what we do we address in practical

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00:31:27.480 --> 00:31:34.980

Gita Ramdharry: But actually, that shows that a real lack of awareness and lack of understanding of what it meant to those students. But of course,

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00:31:35.820 --> 00:31:45.450

Gita Ramdharry: As physiotherapists we don't just practice within the biomedical model. And again, a great paper for Mariel Norris Hebrew now and Pascal ality who

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00:31:45.870 --> 00:31:51.150

Gita Ramdharry: also acknowledge that we also have this by psychosocial model. And actually we have

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00:31:51.930 --> 00:31:58.110

Gita Ramdharry: A framework of humanism and I think especially as we do try and strive for that thinking about person centeredness etc.

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00:31:58.860 --> 00:32:08.520

Gita Ramdharry: And but then I think if we think about the institutions that we work. And again, influenced by that biomedical model. And I think I work in the NHS at the moment so I can draw on that.

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00:32:08.880 --> 00:32:20.340

Gita Ramdharry: We know there's a hierarchy. We know there is power and paternalism about those relationships with patients and actually how our patients and service users fits to how our systems are set up.

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00:32:20.970 --> 00:32:33.270

Gita Ramdharry: Rather than us always fitting to the needs of the person. And I think we can probably recognize that and then even if what what Mariel says in her paper is that

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00:32:33.720 --> 00:32:42.390

Gita Ramdharry: Even if we do still try and really hard to be be working within the spy psychosocial frame. But having that humanist approach.

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00:32:42.840 --> 00:32:52.860

Gita Ramdharry: We are still embedded within a Western society and these Western concepts of individualism personhood autonomy responsibility for academic action.

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00:32:53.310 --> 00:33:02.220

Gita Ramdharry: Empowerment self determination and human rights, although you could argue that even here. That's a bit under threat at moment. But these are all

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00:33:02.790 --> 00:33:08.640

Gita Ramdharry: Very Western societal concepts that people who have been perhaps brought up.

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00:33:09.450 --> 00:33:18.060

Gita Ramdharry: In other societies or culture stems from another society, maybe different and actually they might be very surprised when these are expected

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00:33:18.690 --> 00:33:32.010

Gita Ramdharry: And actually, just to to broaden this out. There's a great book by somebody called Vulcan Kaplan and where they talk about culture sport and physical activity and I read it a while ago when I was teaching students on cultural exercise.

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00:33:32.430 --> 00:33:42.720

Gita Ramdharry: And actually read it also thinking more broadly about in a highly the industrial industry industrialized society as we we are in within the UK with Europe is actually

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00:33:43.470 --> 00:33:52.440

Gita Ramdharry: Leisure as as a as a pursuit. In some cultures and some other societies is nonsensical. What you mean, you know,

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00:33:52.950 --> 00:34:06.270

Gita Ramdharry: You go out for a run or whatever and statistically with fitness and differences in body image as well body image and and and how in the West, that sort of athletic body type is is desirable.

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00:34:07.740 --> 00:34:13.710

Gita Ramdharry: And that isn't that isn't necessarily seen as being desirable or appropriate in other cultures.

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00:34:14.880 --> 00:34:15.300

Gita Ramdharry: So,

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00:34:16.560 --> 00:34:18.990

Gita Ramdharry: And what how this all influences

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00:34:20.250 --> 00:34:34.500

Gita Ramdharry: Some of the people we may see in practice is that our attitudes, the system we work in the society we live in gives us expectations of what the good patient might look like the person who assimilate and

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00:34:35.040 --> 00:34:46.170

Gita Ramdharry: Somebody who is already brought up within a culture, who is familiar, who has literacy with how our systems work and how the healthcare works and how

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00:34:46.470 --> 00:34:53.460

Gita Ramdharry: The, you know, the concept, the background and our training of healthcare professionals to be interacting with. They can assimilate

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00:34:54.450 --> 00:35:04.260

Gita Ramdharry: Into this identity as a good patient and we can probably all think of examples. If we're really honest with ourselves of the people who become the bad patient

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00:35:04.890 --> 00:35:17.670

Gita Ramdharry: And actually when we explore it. Why is that, is it to do with what our value systems that are a specific therapy and what we're expecting. Is it to do with their understanding of how the systems are

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00:35:19.050 --> 00:35:22.860

Gita Ramdharry: So just taking it step on and

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00:35:24.240 --> 00:35:29.310

Gita Ramdharry: As I was sort of indicating there. If there is a sort of a nice overlapping assimilation between

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00:35:29.850 --> 00:35:37.560

Gita Ramdharry: The culture and the values of the healthcare workers. The assessing in which that that there is this interaction and the patient themselves, their

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00:35:38.070 --> 00:35:49.500

Gita Ramdharry: health and illness values, their beliefs, their practices their experiences. It works well. The good patience. But if there is a mismatch and the person falls off.

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00:35:50.760 --> 00:35:58.470

Gita Ramdharry: Do they then become the bad patient. So what we have to think about here is what's

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00:35:59.970 --> 00:36:06.030

Gita Ramdharry: What can be an odds with this. And so I'll give you an example.

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00:36:07.620 --> 00:36:14.250

Gita Ramdharry: Oh actually know what it will do is just tell you, I'll give you some working examples I attended on Saturday, a fantastic webinar.

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00:36:14.520 --> 00:36:19.530

Gita Ramdharry: That was hosted by the painting community, guys. You can follow them on Twitter that great and it and it was led by

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00:36:19.800 --> 00:36:26.580

Gita Ramdharry: Dr. Donna Mackey from brew. Now who's doing a lot of research into do the experience of pain and bang community and she's looking for recruits so

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00:36:27.330 --> 00:36:34.050

Gita Ramdharry: If do do support that, if you can, and what was fantastic about the presentations.

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00:36:34.560 --> 00:36:44.250

Gita Ramdharry: Is that the bad patient concept was explored what they noticed in certain communities and there was there was a presentation on South Asian women is that there was a very high DNA rate.

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00:36:44.550 --> 00:36:57.120

Gita Ramdharry: We didn't reliably turn up for the appointments that were set out for them. They weren't engaging with a system they they fell off and became the bad patient but but actually, when they was these different

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00:36:58.200 --> 00:37:08.460

Gita Ramdharry: Talks that were there, there was a thread that ran through is that actually we mustn't always think that our understanding of pain.

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00:37:09.300 --> 00:37:24.120

Gita Ramdharry: Is the same as why somebody else might be thinking that they're in pain. So, we will take this biomedical you know theory of why would somebody is to do with tissues central sensitization or whatever. But actually there was a great example given

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00:37:25.260 --> 00:37:33.420

Gita Ramdharry: Where somebody thought that they were in pain as a way of suffering for a past deed or pass failing and that this was

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00:37:34.590 --> 00:37:41.100

Gita Ramdharry: Really important for people to understand. And actually, in some of the examples that we've given

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00:37:41.880 --> 00:37:49.320

Gita Ramdharry: That were there are initiatives that were set up where health these health beliefs were explored and them as education and discussion about that.

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00:37:49.830 --> 00:37:59.130

Gita Ramdharry: That offer works extremely well. And where language. The resort opportunities for different examples in language as well. It was it was

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00:37:59.580 --> 00:38:11.550

Gita Ramdharry: Very well attended and there was some great successes discussed in that webinar and. And so another that's an example in pain. And interestingly,

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00:38:12.120 --> 00:38:26.970

Gita Ramdharry: I'll share sort of a personal thing here. So I've been. I was born here, I've been trained here. My father is a nurse and he trained in the UK in the came over from rushes in the 1960s. So, so although we come from a culture.

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00:38:27.480 --> 00:38:47.010

Gita Ramdharry: And we have also been trained within a different culture and my nephew in Mauritius Mike My cousin's son has some cerebral palsy. He's quite quite recently affected actually with them with physical, cognitive, behavioral problems and

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00:38:48.120 --> 00:38:53.880

Gita Ramdharry: Why father and I, we will happen to be in Mauritius. And it turns out that they were sending him to this shaman.

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00:38:54.780 --> 00:39:03.660

Gita Ramdharry: Who was basically massaging this guy's waving ostrich feathers over him and said that he could make him a normal boy, of course, we went absolutely

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00:39:04.380 --> 00:39:09.960

Gita Ramdharry: Crazy and like you know because of where we were coming from, from our training.

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00:39:10.440 --> 00:39:16.920

Gita Ramdharry: And you know, we were trying to sort of set him up with the local physio which actually there was very little provision back then. This was a while ago.

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00:39:17.640 --> 00:39:25.110

Gita Ramdharry: Trying to send things from the UK, but the family did not stop this interaction with this person, because it

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00:39:25.710 --> 00:39:34.290

Gita Ramdharry: Fits with their beliefs, there was there was, you know, some discussion about whether or not somebody had put the evil eye on him as a baby and things like this. And so

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00:39:34.560 --> 00:39:43.410

Gita Ramdharry: We were very quick to discount this even though we recognize where it was coming from. And it showed how our culture has changed because of our UK Western training.

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00:39:44.370 --> 00:40:00.090

Gita Ramdharry: And another example, just for us to think about is I work in neuro Neuro Rehab is an area where people are assessed on the rehab potential and where I work. There's been a discussion recently about actually

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00:40:01.140 --> 00:40:09.660

Gita Ramdharry: Are the sort of specialist services and specialist rehab services of elitist is the gatekeeper and that goes on. And so this term.

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00:40:10.800 --> 00:40:18.660

Gita Ramdharry: Rehab somebody doesn't have rehab potential. It's been discussed in a couple of other webinars. I've done quite recently with them.

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00:40:19.290 --> 00:40:28.920

Gita Ramdharry: Which is self management and others. So, and I presented this this framework that was put forward in this paper about rehab potential I thought

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00:40:29.430 --> 00:40:37.260

Gita Ramdharry: Well, based on our discussions where maybe they must mention culture and you know expectations and sort of health values, etc.

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00:40:37.650 --> 00:40:43.230

Gita Ramdharry: And on this framework, I looked in advocacy my points a bit and the far right there. The social

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00:40:43.650 --> 00:40:50.100

Gita Ramdharry: And therapeutic personal factors social therapy death. Okay, well, I'll have, I'll have a look deeper into paper and see what come through.

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00:40:50.580 --> 00:41:00.900

Gita Ramdharry: I found no mention at all of culture of health beliefs. The only thing that slightly, slightly touched on it is this. So some families are really cooperative

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00:41:01.590 --> 00:41:09.180

Gita Ramdharry: And that can influence how quickly. Somebody, somebody can be discharged and where someone is discharged to and it made me reflect on a discussion I had with a colleague

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00:41:10.260 --> 00:41:10.770

Gita Ramdharry: Were

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00:41:12.060 --> 00:41:23.190

Gita Ramdharry: In the rehab unit. There was a real breakdown between a family of a patient and the the rehab team and his family were turning up on mass

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00:41:23.640 --> 00:41:31.440

Gita Ramdharry: And they were deemed as being problematic and getting in the way. And overbearing etc. And I said that I sort of said to them, look,

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00:41:32.040 --> 00:41:41.250

Gita Ramdharry: You gotta understand that's what we do. We turn up a mass we usually with food, you know, we're great feeders and in the sort of machine Indian

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00:41:41.820 --> 00:41:52.020

Gita Ramdharry: Culture and that you know I can think of my, my uncle went through Neuro Rehab recently. And so whenever the the extended family came, people were bringing food.

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00:41:52.380 --> 00:41:59.160

Gita Ramdharry: Even if it wasn't for him it was for my auntie. You know, it was, it was that that's how that's how people are supported within our communities.

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00:41:59.430 --> 00:42:07.500

Gita Ramdharry: And people come on mass and it's not an intention of getting in the way it is people genuinely wanting to support and help that person and the family.

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00:42:10.710 --> 00:42:18.270

Gita Ramdharry: And another example that is directly from my practice that's me as a few, a few years ago, actually, I was quite young, and

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00:42:19.350 --> 00:42:32.250

Gita Ramdharry: Being a neuro physio as we do, and I in my early days, I was very enthusiastic. I was very much sort of taken on this new physio identity this cultural physio this neurophysiology entity.

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00:42:33.390 --> 00:42:40.020

Gita Ramdharry: And it was about was back in 2000 I went on my boba off course and and Wilson in Southwest London.

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00:42:40.470 --> 00:42:48.720

Gita Ramdharry: And we were taught by these amazing above our tutors and I was, I was just in awe of what they were able to do with the handling and

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00:42:49.530 --> 00:42:54.960

Gita Ramdharry: And there were these ways of, you know, how we get pelvic tilt and how we activate the glutes and

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00:42:55.290 --> 00:43:04.800

Gita Ramdharry: There was one maneuver that they showed us where, you know, do you have somebody standing when you visit. We like to sort of sit with people in front of us quite a lot you standing trying to get them active and so

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00:43:05.370 --> 00:43:16.290

Gita Ramdharry: The bow blah choose to they put the hand through the legs that person got hand on the back of the pelvis on the gluteus, they're able to tell some control and get good activation. I thought all brilliant. I'm going to try some of this when I go back to work.

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00:43:16.680 --> 00:43:29.670

Gita Ramdharry: I was working at George's at the time on the elderly care unit. And so as a gentleman sat in front of me. I thought one right I'm ready. I'm going to try some of these techniques and and I was just about to send him and I just looked at him. I thought

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00:43:31.620 --> 00:43:32.910

Gita Ramdharry: I'm cannot do that.

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00:43:33.960 --> 00:43:45.030

Gita Ramdharry: He was a gentleman from the community in two things and George's. He was Asian man in his late 50s and I looked at him and I thought

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00:43:45.630 --> 00:43:59.190

Gita Ramdharry: He could be my uncle, he could be my father. He will because of how our communities work. Think of me as a daughter, the word Betty's use quite a lot. Been daughter, even though you might not be. But it's about it's to do with respect and

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00:43:59.700 --> 00:44:08.970

Gita Ramdharry: And it's, it's, it's, you know, it's two way and I thought if I stand this man up, put my hand through it. It's not going to happen.

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00:44:09.390 --> 00:44:18.360

Gita Ramdharry: It will be incredibly uncomfortable incredibly disrespectful and I will, it will just be mortifying for this, this man and

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00:44:18.840 --> 00:44:30.390

Gita Ramdharry: And I was very careful than how I actually worked with him so that we could get what you know what we were trying to do, but without putting him through that discomfort and

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00:44:32.100 --> 00:44:32.370

Gita Ramdharry: There's

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00:44:33.690 --> 00:44:35.700

Gita Ramdharry: A model that that

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00:44:36.810 --> 00:44:42.210

Gita Ramdharry: A colleague presented this at the British webinar and a great colleague called am quake who argue manga who

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00:44:42.690 --> 00:44:51.000

Gita Ramdharry: sent this to me on Twitter and said, I think this is what happened with your example. So my cultural upbringing led to this realization

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00:44:51.540 --> 00:44:55.230

Gita Ramdharry: And and that's because if this, this is the model, the cultural iceberg.

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00:44:55.830 --> 00:45:05.790

Gita Ramdharry: So, a lot of us, you know, we look at people around us from from different cultures and there are things that are easy to see. It might be our parents might be how we dress. It might be our foods, you know,

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00:45:06.600 --> 00:45:11.130

Gita Ramdharry: It might be the language we speak, etc. But actually, what can be difficult to see.

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00:45:11.550 --> 00:45:21.420

Gita Ramdharry: They're all of these things underneath it could be about rules of content that could be about pride notions of modesty. If you see some of those things under that work ethic family values.

297

00:45:21.840 --> 00:45:36.090

Gita Ramdharry: Now because I I wasn't from the same group is this gentleman, but I was not from, you know, he was also South Asian so I had some understanding and my own cultural upbringing made me realize what was appropriate, and what wasn't

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00:45:37.470 --> 00:45:43.890

Gita Ramdharry: And. But what was interesting is that when I thought about it and actually looking at some of the definitions of this

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00:45:45.210 --> 00:45:56.190

Gita Ramdharry: Is this actually my, my understanding actually an example that I had some cultural sensitivity and the definition of that is when there is respect this trust as acceptance. This empathy.

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00:45:56.700 --> 00:46:05.190

Gita Ramdharry: And then respectful attentiveness to the patients by views and did that happen with me because I had some empathy and some shared experience.

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00:46:06.060 --> 00:46:15.180

Gita Ramdharry: When I looked around the gym. I was the only white the non white, a member of staff at that point in certainly in that impatient team.

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00:46:15.780 --> 00:46:23.970

Gita Ramdharry: And nobody else in my team was was from that background and they didn't seem to have the same reservations when treating their patients from

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00:46:24.660 --> 00:46:34.560

Gita Ramdharry: minority ethnic groups. So you could question then. So does that mean that they didn't have this concept of cultural competence. So what's cultural competence so that is that the

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00:46:35.040 --> 00:46:39.450

Gita Ramdharry: That's the ability of individuals to establish an effective interpersonal working

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00:46:40.110 --> 00:46:48.240

Gita Ramdharry: That supersedes cultural difference and and really for cultural competence, you need to have an awareness of your own cultural beliefs and biases.

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00:46:48.780 --> 00:46:58.920

Gita Ramdharry: Where you have your cream on your school, but certainly where we comes a reflecting on on our own cultures for where we've been brought up how we've been educated, the systems we work in

307

00:47:00.330 --> 00:47:02.760

Gita Ramdharry: And and I realized that the time that this was a

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00:47:02.760 --> 00:47:03.480

Gita Ramdharry: clash of

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00:47:03.930 --> 00:47:09.360

Gita Ramdharry: Really, what are your eccentric contraction normally treatment approaches for the patients from these groups and there's that's

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00:47:09.990 --> 00:47:22.530

Gita Ramdharry: A case of cultural literacy so cultural literacy is this knowledge and understanding and meaning systems and that are appropriate and different cultural concepts and actually they could predict how an interaction will play out.

311

00:47:23.010 --> 00:47:33.420

Gita Ramdharry: So just to finalize my thinking on this and just give you something to go away. But this is this is another iceberg. Okay, so we do need to explore the whole iceberg and

312

00:47:33.930 --> 00:47:42.090

Gita Ramdharry: With those three concepts of just introduced. I think it's very easy to be very shallow with all of those with cultural sensitivity competence and literacy

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00:47:42.510 --> 00:47:47.640

Gita Ramdharry: And taking a box. Yes, I've done my cultural competency training. But what I would encourage you to do is look

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00:47:48.030 --> 00:48:02.850

Gita Ramdharry: Beyond the surface and delve deeper in your own learning be active in your learning and then you'll get gain a better understanding and then you'll be able to to feel much more comfortable with these concepts and work within these spaces.

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00:48:04.860 --> 00:48:18.660

Gita Ramdharry: That's my little take home iceberg. So the all of the references. I've talked about are there, plus a picture I really likes of this discussion between the equality and equity, which I think will come up later on in our discussions.

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00:48:18.990 --> 00:48:30.600

Chris Martey: So, thank you. Thank you very much. Geeta, thank you very much for that really, really excellent talk. So we're going to move on to Larry

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00:48:31.140 --> 00:48:36.480

Chris Martey: Who's going to share his screen in just a moment, please do keep the chat function running

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00:48:37.110 --> 00:48:50.970

Chris Martey: There's some great questions coming up. We are seeing them and hopefully after Larry's talk we'll get into a Q AMP a panel discussion. Okay, so please do get involved and do message on the chat function, Larry, if you can. Thank you very much.

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00:48:52.500 --> 00:48:54.270

Larry Koyama: Thanks Chris is my screen. Okay.

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00:48:56.130 --> 00:49:00.480

Chris Martey: Yes, I can see that. And I can see the next slide coming. Is that what you wanted.

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00:49:00.960 --> 00:49:02.070

Larry Koyama: No, it's not what I wanted.

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00:49:04.080 --> 00:49:06.120

Chris Martey: Me to leave us in suspense now.

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00:49:15.120 --> 00:49:18.750

Chris Martey: No worries. It's like that. It's fine, it's fine. I don't mind.

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00:49:23.670 --> 00:49:24.000

Larry Koyama: Right.

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00:49:25.050 --> 00:49:25.500

Larry Koyama: How's that

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00:49:25.950 --> 00:49:27.060

Chris Martey: Perfect. Thank you, Larry.

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00:49:28.410 --> 00:49:32.100

Larry Koyama: Firstly, thanks for having this meeting and thanks for having me talk

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00:49:33.660 --> 00:49:40.980

Larry Koyama: I think it's really fascinating really interested in both from the introductions. You both gave to the two presentations I've just gone.

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00:49:41.460 --> 00:49:51.300

Larry Koyama: And the one that I'm talking about in terms of this or red thread that runs through it and we haven't sat down together and on these presentations, but it's really interesting. What's emerge emerged from them.

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00:49:53.520 --> 00:50:02.550

Larry Koyama: When I when I was doing this presentation, the things that were going through my mind were two things, really. So firstly, I always think about

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00:50:03.240 --> 00:50:09.930

Larry Koyama: The kind of the, the shoulders that we stand on when we try and do presentations. I think when when the moment we often think

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00:50:10.560 --> 00:50:17.040

Larry Koyama: We're not we necessarily we have more knowledge and we can present some information. But I also think, so it's really important to understand

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00:50:17.430 --> 00:50:23.340

Larry Koyama: That people have gone before us and the work that's been done and sometimes easy to forget that. So I think that's really important that we recognize and

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00:50:23.970 --> 00:50:34.830

Larry Koyama: It's relevant in clinical practice. It's relevant in the evolution of our profession, but also for us that's some of the stuff that we talked about steeped in a lot of history. Lots of struggle. And that's always important to recognize

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00:50:35.520 --> 00:50:37.440

Larry Koyama: The second thing I wanted to talk about as well was just

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00:50:37.500 --> 00:50:48.000

Larry Koyama: The notion of when we had these conversations. I think it's really important for me that the conversations aren't around people from minority groups or

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00:50:48.690 --> 00:50:53.730

Larry Koyama: ethnic minority backgrounds or any minority backgrounds aren't people that need to be saved. We don't

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00:50:54.240 --> 00:51:07.140

Larry Koyama: We're not people to have a problem. And sometimes the cultural systems and the underlying institutional things that needs to be changed. And so no one is asking for for saving. We're just asking for any platform in most cases.

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00:51:09.780 --> 00:51:17.970

Larry Koyama: Before I did this presentation, I've thought about having a thinking about what are the positive and proactive things that we can do to change the conversations

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00:51:18.930 --> 00:51:27.570

Larry Koyama: And to make change going forward. And that got me thinking about the different levels of intervention that we can have and the different journeys that we all need to go on.

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00:51:28.470 --> 00:51:39.000

Larry Koyama: Those journeys range from, from personal journeys in terms of understanding yourself, your background, your experiences. I think Hannah reflected that beautifully in terms of that personal journey and evolution.

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00:51:40.110 --> 00:51:43.500

Larry Koyama: Thinking about the impact we can have on individuals.

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00:51:44.550 --> 00:51:58.200

Larry Koyama: On a one to one basis for example, holding people to account, but also around the groups that we surround ourselves with and then stepping back a little bit more around, actually, how do we change or influence the organizations that were part of and this notion that

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00:51:59.250 --> 00:52:09.570

Larry Koyama: Organizations are really sort of dynamic complex dynamic human systems. They're just made up of human beings and that and those sets of people in those organizations, the way they work.

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00:52:09.960 --> 00:52:21.780

Larry Koyama: Is often what determines how what the outputs are and that and what the culture is within, within that organization. And that can be steeped in history, but it can also be really difficult to change and complex.

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00:52:22.920 --> 00:52:25.320

Larry Koyama: And then forced to change any kind of historic

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00:52:27.150 --> 00:52:34.830

Larry Koyama: Context or anything that's important. We have to really understand the underlying systems that uphold them and we have to really understand and appreciate

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00:52:35.340 --> 00:52:41.160

Larry Koyama: That when you try to change a system is going to fight really hard to go back to how it was before.

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00:52:42.030 --> 00:52:56.220

Larry Koyama: When we talk about changing system we're talking about positions of power, we're talking about people and systems and organizations who benefit from from the way things are at the moment. And those structures are really powerful. And it's not easy to change that.

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00:52:57.540 --> 00:53:03.090

Larry Koyama: As another iceberg model. I think the iceberg model is a really important model in terms of understanding systems and

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00:53:03.720 --> 00:53:08.400

Larry Koyama: Something that I've, I've come to light. But, you know, there are lots of different modes and you can apply in lots of different contexts.

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00:53:08.910 --> 00:53:13.950

Larry Koyama: I really like it because it's also to some extent simplifies on the left hand side, the different

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00:53:14.430 --> 00:53:29.220

Larry Koyama: Actions, we can take all actions that we typically take on the right hand side that talks about some of the, the, I guess the levels of challenge so you know so events might happen. Sort of like similar to what Hannah described with with her friend and a colleague

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00:53:30.450 --> 00:53:39.390

Larry Koyama: Which people can react to and we can all do that within our workplaces, or in our day to day interactions, but there are also patterns and trends as there are also

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00:53:41.520 --> 00:53:56.280

Larry Koyama: Things that continue to happen on a daily basis. And it's very difficult to react to that when you're from a minority group with you to any person, you know, often we can anticipate and see and notice these things, but it's very difficult to change them or do anything about them necessarily

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00:53:57.420 --> 00:54:12.870

Larry Koyama: And then there's the underlying structures. So what other relationships, what the policies are the resources, how are our jobs advertise. You know what, what, what other departments standard operating procedures. So things like we've got classes, but only

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00:54:14.250 --> 00:54:28.740

Larry Koyama: People can speak English as a first language can attend. So those types of policies that maintain some of those inequalities that we we have, it's not. It's not necessarily that those structures are put in place purely to be

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00:54:30.060 --> 00:54:42.060

Larry Koyama: Discriminatory I think sometimes they are, but they don't necessarily are, but they are there to kind of maintain a status quo, to some extent, and and I suppose an acceptable culture of how people view things

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00:54:43.080 --> 00:54:51.360

Larry Koyama: And I really loved how many refer to some of the researchers from the past and those mental models. And this is where it starts to become really challenging and really difficult.

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00:54:51.660 --> 00:55:01.470

Larry Koyama: This is where it starts to become about working in partnership with others, holding each other to account, but also tackling these things as as a as a collective rather these individuals.

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00:55:01.830 --> 00:55:10.050

Larry Koyama: And then what are the mental models that that keep these systems going, what are the mental models that enable people episode and then people to believe and think

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00:55:12.090 --> 00:55:21.420

Larry Koyama: That the the assumptions that they've got are correct over over others. And often, those are taught from a very early age, you know, in terms of our belief systems.

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00:55:22.740 --> 00:55:25.860

Larry Koyama: From school in terms of how we're taught. I'm having to go back

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00:55:26.640 --> 00:55:42.930

Larry Koyama: And learn about bits of history that I wasn't taught. I didn't know about. And I think these are the types of challenges that we have, because you almost have to really transform those mental attitudes within institutions and groups to to really make a difference.

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00:55:44.340 --> 00:55:55.620

Larry Koyama: And then there are cultural institution of values. What are the core beliefs within organizations of the system and obviously depends on how you define our system and how do we make up our worldview. So how do we go from reacting to things that happen.

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00:55:56.370 --> 00:56:04.770

Larry Koyama: To really understand and then being able to transform the way things are. The answer is that it's not simple. It probably is not going to happen very quickly.

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00:56:05.340 --> 00:56:15.690

Larry Koyama: We've had hundreds of years of people try and that's what I mean by standing on the shoulders of giants, but it doesn't mean we should stop and be daunted by it because without us. No one else can do that.

368

00:56:19.230 --> 00:56:32.070

Larry Koyama: I wanted to share this model as well, which is a model of around cultural competence, so it's from a quote from someone that I know called Eden, Charles, who does a lot of work in in Ed, I with with NHS England and so on.

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00:56:33.240 --> 00:56:42.660

Larry Koyama: And it's a model that resonated with me quite a lot. So in the top on the left hand side and top left hand corner. You've got our own cultures. I lived relationships networks families and friends.

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00:56:43.380 --> 00:56:46.440

Larry Koyama: These are things that are conscious we experienced and we embody

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00:56:47.370 --> 00:56:57.210

Larry Koyama: On the bottom left hand side is your historical context and your historical culture. So things like things that we draw upon to create the sense of who you are today.

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00:56:57.660 --> 00:57:06.150

Larry Koyama: And that can change. So if you're if you're drawing upon history in terms of less us, me and mine is experiences of kind of having African parents were being raised in the UK.

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00:57:07.260 --> 00:57:20.640

Larry Koyama: Within a certain context, you might feel more more British. But actually when you start to understand a little bit more, you start to understand how, you know, what was your parents had and how you bought up and what makes you who you are and create your worldview.

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00:57:21.960 --> 00:57:31.110

Larry Koyama: And competence in that area is really important is developed through understanding your own historical truth and seeing the world through the authentic prism of your own needs and identity.

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00:57:31.380 --> 00:57:41.310

Larry Koyama: This is not about assimilation is about being authentic about being yourself and understanding your, what makes you who you are and really come into the world confident with with with that lived experience.

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00:57:42.300 --> 00:57:51.180

Larry Koyama: On the right hand side is what I find really interesting is that still on the left hand side. So the explicit culture. So this is the things that are written. This is a conscious level of an organization or system.

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00:57:51.810 --> 00:58:03.270

Larry Koyama: Things that we learn by reading policies, procedures, you know, within our Western system. Most things are written we go based on what's been written and you know people stories or or history.

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00:58:04.440 --> 00:58:07.320

Larry Koyama: This is often masters distant often personal mystic

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00:58:09.540 --> 00:58:13.890

Larry Koyama: Often based around logic and rationale and sequence and not not some of the more

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00:58:15.000 --> 00:58:19.560

Larry Koyama: More I guess subjective experiential things that actually really matter.

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00:58:21.360 --> 00:58:29.280

Larry Koyama: And probably the most challenging. I find particularly within the UK context is the hidden of shadow culture. So these are the things that people don't talk about. So these the

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00:58:29.850 --> 00:58:35.790

Larry Koyama: How things really are the fact that deals are made on the golf course or promotion is made in the men's toilets or

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00:58:36.060 --> 00:58:45.660

Larry Koyama: People go out to the pub to kind of socialize and actually that's where decisions are made, often, and that's just a generalization, but you know so. So there are lots of stories about people working really hard.

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00:58:46.020 --> 00:58:52.410

Larry Koyama: Trying to get to particular roles, if we're thinking about job descriptions. But actually, that job is gone, ages ago before it's even advertised.

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00:58:53.490 --> 00:58:58.560

Larry Koyama: So, so, and those are the things that are really difficult, difficult to change the subconscious.

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00:59:00.990 --> 00:59:04.890

Larry Koyama: Relational aspect of the shadow culture, so to speak.

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00:59:06.270 --> 00:59:07.470

Larry Koyama: On the right hand side.

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00:59:08.310 --> 00:59:14.730

Larry Koyama: To Charles talks about some of the things that we can do to change that. And what happens when you bring your authentic self over to the right hand side.

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00:59:14.910 --> 00:59:22.590

Larry Koyama: So in that was enables you to bring a different perspective into the organization. So these are some of the values of being of having diverse organizations or having diverse teams.

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00:59:22.980 --> 00:59:24.870

Larry Koyama: It helps to set boundaries and create

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00:59:25.320 --> 00:59:34.650

Larry Koyama: Greater focus at work, gives you safety and belonging outside of the organization enables you to be successful and be yourself, which is really important. So we don't have to change.

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00:59:34.950 --> 00:59:45.360

Larry Koyama: Who you are, in order to be successful. And I think this is a really fundamental message as we as we start to really embrace some of the issues around equality diversity and inclusion.

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00:59:46.380 --> 01:00:02.790

Larry Koyama: And actually there's lots of value to be in from diverse backgrounds, whatever that background is because enables you to be grounded and enables you to to bring bring lots of added value to to a place of work or environmental context and also gives you a lot of psychological safety.

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01:00:04.320 --> 01:00:15.450

Larry Koyama: And it's something that's very difficult. It's not something that we can achieve around that sort of cultural competence, we don't achieve that quickly. It's a journey that we all go on and something that's really important to

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01:00:16.980 --> 01:00:18.360

Larry Koyama: To undertake, I suppose.

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01:00:20.970 --> 01:00:33.450

Larry Koyama: Also wanted to just based on what I've just said to reflect a little bit on the conversation around change because I think we all want change and people talk about change and to be frank, I think people are daunted by changing some cases they're daunted by saying the wrong thing.

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01:00:33.900 --> 01:00:40.710

Larry Koyama: We're doing to by realizing it's very difficult and complex and thinking, well, actually, who might change that.

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01:00:42.240 --> 01:00:47.550

Larry Koyama: And I like some of these quotes. These are taken from water Sharma, who is a professor at MIT.

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01:00:48.240 --> 01:01:02.370

Larry Koyama: Has done a lot of work around change and social social mobility and large scale social transformation and from a systems thinking perspective again to talk about, you know, it's very difficult to understand a system unless you change it and

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01:01:04.140 --> 01:01:11.160

Larry Koyama: Then obviously how to change it, which is really difficult, but unless you can change those really complex structures. You'll never be going to fully understand those types of systems.

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01:01:11.790 --> 01:01:20.610

Larry Koyama: But also, you can't really change the system unless you change consciousness, and this is why I really valued, some of the things that Rachel Moses did, for example, in some of the conversations that that would be in had

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01:01:20.880 --> 01:01:29.790

Larry Koyama: People that have been invited to those conversations. And one of the ways we we change consciousness is through is through conversations is to challenge is to hold each other to account.

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01:01:30.450 --> 01:01:37.470

Larry Koyama: But it's also men, showing that we're not always pointed the finger or blaming but making sure we're looking at ourselves and seeing what changes we can make

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01:01:38.370 --> 01:01:40.680

Larry Koyama: In the world that we live in. And the way that we want to be.

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01:01:41.310 --> 01:01:48.750

Larry Koyama: You can't transform consciousness that unless you make a system. See, and sense itself. And I think that's part of the value of these types of conversations so

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01:01:49.080 --> 01:01:54.750

Larry Koyama: It's very difficult. And it can be really traumatic when when a system or group of people, an organization.

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01:01:55.020 --> 01:02:09.900

Larry Koyama: Starts to realize or recognize that there are things that are wrong or challenge. If you go back to my earlier point when the system is being changed it will fight really hard to maintain the status quo and and I think that's a really important factor.

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01:02:11.130 --> 01:02:17.850

Larry Koyama: And to really change the system, you have to embody the change that you'd like to see. And this is where the individual and the personal aspect comes in. So for us to be

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01:02:18.480 --> 01:02:32.820

Larry Koyama: change agents if to to coin a phrase, we've got to be really embodying the change we want to see. And I think this then brings me back to that coin model that man he puts in because actually, when we talk about Ed, I

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01:02:33.570 --> 01:02:44.580

Larry Koyama: We have to think about it in all its forms and and I don't mean that in a way to kind of step away from racism, because I think, actually, there are some specific challenges when it comes to racism that we need to tackle.

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01:02:44.940 --> 01:02:49.110

Larry Koyama: But you can't be anti racist if you're homophobic. I don't believe I don't think you can be

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01:02:50.310 --> 01:02:59.730

Larry Koyama: anti racist if you're sexist. So to all of these, these protective characteristics are really important and that intersection ality really forms and

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01:03:01.560 --> 01:03:07.380

Larry Koyama: Really really quite an important aspect of the sort of change that we hopefully want to see within within

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01:03:08.520 --> 01:03:10.470

Larry Koyama: Within equality diversity inclusion.

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01:03:11.700 --> 01:03:13.290

Larry Koyama: And finally, to affect profound

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01:03:13.320 --> 01:03:14.850

Larry Koyama: Change, we must involve

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01:03:15.000 --> 01:03:20.970

Larry Koyama: all levels of the system from the centers in terms of the reaction to actually try to make that change our biggest scale.

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01:03:21.300 --> 01:03:26.670

Larry Koyama: That doesn't mean we have to do it individually, there'll be people who will much better place that changing systems.

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01:03:27.030 --> 01:03:29.790

Larry Koyama: there'll be people who are much better place of changing organizations.

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01:03:30.090 --> 01:03:39.360

Larry Koyama: What we can't do is say, well, actually, it's too big. I can't do anything because actually, as long as you know, the level that you're working at and what you're trying to change. I think you can still have a meaningful impact.

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01:03:39.840 --> 01:03:48.960

Larry Koyama: Where people go wrong, as if they just doing some really small things that an organization that will, but the thing that's going to be sufficient to change the world around them, because that's not going to happen.

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01:03:51.690 --> 01:03:53.400

Larry Koyama: And I want to just finished up with with

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01:03:54.750 --> 01:04:01.890

Larry Koyama: Some reflection around to be locked in leadership, because I think this is a journey that I've been on lately, particularly with with VDI conversations I

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01:04:02.640 --> 01:04:13.380

Larry Koyama: Three, four or five years ago didn't particularly define myself or want to see myself, someone who would have conversations about equality diversity inclusion or racism.

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01:04:14.490 --> 01:04:23.640

Larry Koyama: And always felt there are perhaps other people better place, and still for their password but other people better place for what I've come to realize is actually sometimes the best leaders are the ones that

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01:04:24.630 --> 01:04:30.450

Larry Koyama: are reluctant initially. And so for those of us who perhaps don't want to speak out about things because we're

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01:04:30.450 --> 01:04:43.590

Larry Koyama: Thinking might be political or because we think it's a bit sensitive, there is there is something really important about recognizing that if you're being drawn to something that can be really powerful so reluctant leaders.

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01:04:44.040 --> 01:04:52.950

Larry Koyama: Can have a real significant impact. And the reason for those are because often they're able to step into leadership roles for a bigger purpose over themselves, they're able to

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01:04:54.030 --> 01:05:02.820

Larry Koyama: Work without developing the sense of entitlement and understanding the bigger picture they develop their own leadership styles, which doesn't have to conform to what already exists.

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01:05:03.930 --> 01:05:11.220

Larry Koyama: And also committed to in development often recognizing that they're not complete. And I think that's also really important that there's lots of opportunities to learn

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01:05:12.000 --> 01:05:18.420

Larry Koyama: But most important they look for opportunity to develop others. And I think that's basic. That was a key message. I was trying to say today in before

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01:05:19.380 --> 01:05:26.670

Larry Koyama: Add from, from the outset, in terms of my presentation. And in terms of presenting some of the key things that we're trying to do within the

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01:05:27.360 --> 01:05:40.290

Larry Koyama: Diversity Inclusion network from the CSP to some of the coaching options. We're talking about really trying to make sure that some of the impact, we're having is going beyond ourselves but also work into to develop others.

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01:05:41.190 --> 01:05:42.150

Larry Koyama: And it is

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01:05:43.800 --> 01:05:53.880

Larry Koyama: Fine. Finally, I guess, to summarize, kind of what I've just said, you know, this is an African proverb, actually, if you want to go fast, go alone, by all means it's okay to go learning to do things.

436

01:05:54.060 --> 01:05:58.890

Larry Koyama: But if you want to go far and make significant change. You have to do it together as a collective rather than individuals.

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01:06:01.680 --> 01:06:08.070

Chris Martey: Thank you very much, Larry. That was brilliant. And I think certainly talking about reluctant leaders at the end.

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01:06:09.300 --> 01:06:16.860

Chris Martey: I have to say everyone and 65 people here tonight, lots of lots of conversation on the group chat. I'm trying

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01:06:17.280 --> 01:06:25.440

Chris Martey: With one air to listen to Larry Another I started over to seeing the chat going on is really fast paced and it's brilliant to see and

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01:06:25.860 --> 01:06:32.370

Chris Martey: I think we're going to move into the Q AMP a panel discussion area please keep the chat coming. We are trying to feed and

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01:06:32.880 --> 01:06:38.820

Chris Martey: To notice those points and we'll get to those and but three great speakers there for me.

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01:06:39.270 --> 01:06:46.680

Chris Martey: Manny opening up they're talking about and your endeavor to learn and defining culture. And that's a really brilliant question for all of us.

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01:06:46.950 --> 01:06:57.390

Chris Martey: And hopefully most people have seen now what Clinton looks like and will be understand a bit more about culture and belonging to me and that certainly was a fascinating talk.

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01:06:58.290 --> 01:07:07.500

Chris Martey: And all three of you. I know you're all part of the CSP been network and you can tell that you that you know there's a passion and also there's a real fluidity between you all

445

01:07:07.920 --> 01:07:18.030

Chris Martey: I have to say we're very fortunate tonight to have these tools. Geeta, I really like the power of paternalism, talking about the hierarchy and it makes me always think about leaders and

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01:07:19.290 --> 01:07:24.330

Chris Martey: Having leaders who are representative and for me that's not just saying, right, we need to stick

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01:07:25.080 --> 01:07:32.760

Chris Martey: Somebody who's in falls into this category into that role still needs to be the right person. But for me it's making the opportunity fair

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01:07:33.030 --> 01:07:44.640

Chris Martey: And really thinking about how we can have a adjust way for people to to approach leadership roles and also people already in leadership roles and there's terms like white allies and things like this.

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01:07:44.970 --> 01:07:51.870

Chris Martey: How can we support people to get into that. And lastly, I think Larry. And one of the key points from for me, my partner.

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01:07:52.230 --> 01:08:02.700

Chris Martey: Is a primary school teacher and I think you were mentioning about some of the, the history that you don't get taught about and this, and this goes to lots of things I remember I need learn about

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01:08:03.120 --> 01:08:09.660

Chris Martey: Cambodia's history when I was traveling in Cambodia, you know, this wasn't the sort of thing that was mentioned in my school history lessons.

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01:08:09.930 --> 01:08:24.330

Chris Martey: And I think it's important that we we take the opportunity to learn. And so there are resources that we can we can speak about and how do

I know you had some points yourself that you, you mentioned it to me privately that you liked about the conversations to

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01:08:25.230 --> 01:08:34.680

Hannah Morley: Yeah, absolutely. I brilliant presentations and thank you all so much for for sharing that. And also for some of the sort of personal things that we talked about.

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01:08:35.610 --> 01:08:44.520

Hannah Morley: That you all shared was really important to see and the chats going fantastically so really great to see people helping each other out and sharing resources which is wonderful.

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01:08:44.970 --> 01:08:52.410

Hannah Morley: And I really like to sort of take us on to the panel discussion now because there's lots of chat going so please do carry on.

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01:08:52.950 --> 01:08:58.620

Hannah Morley: popping your questions either in the chat function on zoom or if you're joining us on Twitter. You can also put them on there.

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01:08:59.490 --> 01:09:09.060

Hannah Morley: Or for any was watching on Facebook live, you can put your chat on there. But just to let everyone know that the Facebook Live and record the recording of this

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01:09:09.780 --> 01:09:16.950

Hannah Morley: For the panel discussion will be closed, just that we can have more of a flow free flowing conversation for those that want to

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01:09:17.490 --> 01:09:27.480

Hannah Morley: So the speakers and what's come before has been recorded and will be available, but we are now going to close the recording of this zoom chat so that our Q AMP a

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01:09:28.500 --> 01:09:29.820

Hannah Morley: Can be a bit more frequent