

Bridging Gaps



Improving access to primary care
with women who have
experienced trauma

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Introduction to Bridging Gaps

- Women with complex needs (e.g. addiction, mental ill-health) have often experienced extensive trauma e.g. sexual violence and exploitation, domestic abuse, homelessness and children-taken-into-care
- Project idea developed with women in conversations with Dr Lucy Potter (GP academic and One25 GP).
- Bridging Gaps is co-produced between:
 - A diverse group of women who've experienced multiple traumas
 - One25, a charity for some of Bristol's most marginalised women
 - ARC West and primary care researchers
 - GPs and trainee GPs
- Aim: improve access to primary care through trauma-informed training and service improvements

Running the project using co-production principles - NIHR INVOLVE (2018)

- **Sharing of power** – the project is jointly owned
- **Including all perspectives and skills** – make sure the team includes all those who can make a contribution
- **Respecting and valuing the knowledge of all those working together** – everyone is of equal importance
- **Reciprocity** – everybody benefits from working together
- **Building and maintaining relationships** –key to sharing power.
- **Joint understanding and consensus and clarity over roles and responsibilities.** Value people and unlock their potential.



Together, We Create!

Reaching into primary care

- 4 sessions with local GP surgeries (2 on zoom during the pandemic) and 1 session with GP trainees
- How to improve access and trauma-informed care
- Top-tips from women with lived experience
- What change could happen at this surgery?

Key Learning

- 1) Safety comes first
- 2) Need to support the sharing of lived experiences, when to do this and when not to
- 3) Getting the balance right between supporting and empowering people is not always easy
- 4) Important to be responsive to individual support needs as well managing group dynamics
- 5) Important for everyone to have sense of ownership and accountability
- 6) Ensure good communication, clarity of roles, and adequate resourcing
- 7) Don't take trust and the relationships for granted, always continue to work on this aspects as it is the foundation for everything.

Group as first author of chapter

Bridging Gaps: How we've managed digital exclusion during COVID-19 to improve access to healthcare for women who have experienced trauma

In open access book:

COVID-19 and Co-production in Health and Social Care Research, Policy and Practice: Volume 2
Working together at a distance: guidance and examples



RAPID RESPONSE

**COVID-19 AND
CO-PRODUCTION
IN HEALTH AND
SOCIAL CARE
RESEARCH, POLICY,
AND PRACTICE**

Volume 2: Co-production
Methods and Working Together
at a Distance

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