Interventions designed to improve therapeutic communications between black and minority ethnic people and professionals working in psychiatric services: a systematic review of the evidence for their effectiveness

Kamaldeep Bhui,1* Rabbea’h W Aslam,1 Andrea Palinski,1 Rose McCabe,1,2 Mark RD Johnson,3 Scott Weich,4 Swaran Preet Singh,4 Martin Knapp,5 Vittoria Ardino5 and Ala Szczepura6

1Centre for Psychiatry, Wolfson Institute of Preventive Medicine, Barts and The London School of Medicine and Dentistry, Queen Mary University of London, London, UK
2Institute of Health Research, University of Exeter Medical School, Exeter, UK
3School of Applied Social Science, Faculty of Health and Life Sciences, De Montfort University Leicester, Leicester, UK
4Division of Mental Health and Wellbeing, Warwick Medical School, University of Warwick, Coventry, UK
5Personal Social Services Research Unit, London School of Economics and Political Science, London, UK
6Centre for Technology Enabled Health Research, Faculty of Health and Life Sciences, Coventry University, Coventry, UK

*Corresponding author

Declared competing interests of authors: Professor Bhui is Director of Master of Science programmes in mental health including transcultural mental health care. Professor Weich is a member of the commissioning panel for the National Institute for Health Research Health Technology Assessment programme.

Published April 2015
DOI: 10.3310/hta19310
Plain English summary

Communications between BME people and psychiatric service professionals
Health Technology Assessment 2015; Vol. 19: No. 31
DOI: 10.3310/hta19310

NIHR Journals Library www.journalslibrary.nihr.ac.uk
Plain English summary

Black and minority ethnic patients in contact with psychiatric services tend to have less than optimal experiences and outcomes. This report presents the findings of a detailed review of research into interventions to improve communications between black and minority ethnic patients and professionals working in psychiatric services in order to benefit patients’ mental health. We searched for scientific publications in established databases as well as unpublished sources (grey literature), we surveyed professional experts to improve our search, and we asked a group of patients and carers to comment on the findings and their willingness to use those interventions that seemed to show promise.

Over 7000 scientific publications were scrutinised; of these 3733 were found to be potentially relevant and examined in detail, but only 21 were found to be relevant to the review. The extensive grey literature search yielded 608 sources, of which two were included in the review. Overall, 12 studies were experimental trials that used randomisation to deal with potential biases; this type of experiment is the gold standard for testing interventions. Helpful interventions were communications training for the professional, culturally adapted psychological therapies, education for patients, packages of care that involve community non-health agencies and specially adapted methods of interviewing black and minority ethnic patients. The tailoring of specific therapies to meet the needs of particular ethnic groups was favoured by patients and carers, as were methods to assess beliefs and empower people to make decisions.

The other nine studies provided sufficient evidence to indicate that some of their proposed interventions are worth testing in the future, for example training of professionals in communications with black and minority ethnic patients, and different ways of assessing beliefs and traditions in a social context. Only two sources included information about the costs and benefits of interventions, so more economic evaluations are needed.
Criteria for inclusion in the Health Technology Assessment journal

Reports are published in Health Technology Assessment (HTA) if (1) they have resulted from work for the HTA programme, and (2) they are of a sufficiently high scientific quality as assessed by the reviewers and editors.

Reviews in Health Technology Assessment are termed ‘systematic’ when the account of the search appraisal and synthesis methods (to minimise biases and random errors) would, in theory, permit the replication of the review by others.

HTA programme

The HTA programme, part of the National Institute for Health Research (NIHR), was set up in 1993. It produces high-quality research information on the effectiveness, costs and broader impact of health technologies for those who use, manage and provide care in the NHS. ‘Health technologies’ are broadly defined as all interventions used to promote health, prevent and treat disease, and improve rehabilitation and long-term care.

The journal is indexed in NHS Evidence via its abstracts included in MEDLINE and its Technology Assessment Reports inform National Institute for Health and Care Excellence (NICE) guidance. HTA research is also an important source of evidence for National Screening Committee (NSC) policy decisions.

For more information about the HTA programme please visit the website: http://www.nets.nihr.ac.uk/programmes/hta

This report

The research reported in this issue of the journal was funded by the HTA programme as project number 10/141/02. The contractual start date was in February 2012. The draft report began editorial review in November 2013 and was accepted for publication in March 2014. The authors have been wholly responsible for all data collection, analysis and interpretation, and for writing up their work. The HTA editors and publisher have tried to ensure the accuracy of the authors’ report and would like to thank the reviewers for their constructive comments on the draft document. However, they do not accept liability for damages or losses arising from material published in this report.

This report presents independent research funded by the National Institute for Health Research (NIHR). The views and opinions expressed by authors in this publication are those of the authors and do not necessarily reflect those of the NHS, the NIHR, NETSCC, the HTA programme or the Department of Health. If there are verbatim quotations included in this publication the views and opinions expressed by the interviewees are those of the interviewees and do not necessarily reflect those of the authors, those of the NHS, the NIHR, NETSCC, the HTA programme or the Department of Health.

© Queen’s Printer and Controller of HMSO 2015. This work was produced by Bhui et al. under the terms of a commissioning contract issued by the Secretary of State for Health. This issue may be freely reproduced for the purposes of private research and study and extracts (or indeed, the full report) may be included in professional journals provided that suitable acknowledgement is made and the reproduction is not associated with any form of advertising. Applications for commercial reproduction should be addressed to: NIHR Journals Library, National Institute for Health Research, Evaluation, Trials and Studies Coordinating Centre, Alpha House, University of Southampton Science Park, Southampton SO16 7NS, UK.

Published by the NIHR Journals Library (www.journalslibrary.nihr.ac.uk), produced by Prepress Projects Ltd, Perth, Scotland (www.prepress-projects.co.uk).
**Editor-in-Chief of Health Technology Assessment and NIHR Journals Library**

**Professor Tom Walley**  Director, NIHR Evaluation, Trials and Studies and Director of the HTA Programme, UK

**NIHR Journals Library Editors**

**Professor Ken Stein**  Chair of HTA Editorial Board and Professor of Public Health, University of Exeter Medical School, UK

**Professor Andree Le May**  Chair of NIHR Journals Library Editorial Group (EME, HS&DR, PGfAR, PHR journals)

**Dr Martin Ashton-Key**  Consultant in Public Health Medicine/Consultant Advisor, NETSCC, UK

**Professor Matthias Beck**  Chair in Public Sector Management and Subject Leader (Management Group), Queen’s University Management School, Queen’s University Belfast, UK

**Professor Aileen Clarke**  Professor of Public Health and Health Services Research, Warwick Medical School, University of Warwick, UK

**Dr Tessa Crilly**  Director, Crystal Blue Consulting Ltd, UK

**Dr Peter Davidson**  Director of NETSCC, HTA, UK

**Ms Tara Lamont**  Scientific Advisor, NETSCC, UK

**Professor Elaine McColl**  Director, Newcastle Clinical Trials Unit, Institute of Health and Society, Newcastle University, UK

**Professor William McGuire**  Professor of Child Health, Hull York Medical School, University of York, UK

**Professor Geoffrey Meads**  Professor of Health Sciences Research, Faculty of Education, University of Winchester, UK

**Professor John Powell**  Consultant Clinical Adviser, National Institute for Health and Care Excellence (NICE), UK

**Professor James Raftery**  Professor of Health Technology Assessment, Wessex Institute, Faculty of Medicine, University of Southampton, UK

**Dr Rob Riemsma**  Reviews Manager, Kleijnen Systematic Reviews Ltd, UK

**Professor Helen Roberts**  Professor of Child Health Research, UCL Institute of Child Health, UK

**Professor Helen Snooks**  Professor of Health Services Research, Institute of Life Science, College of Medicine, Swansea University, UK

Please visit the website for a list of members of the NIHR Journals Library Board: www.journalslibrary.nihr.ac.uk/about/editors

**Editorial contact:** nihredit@southampton.ac.uk