



## COVID-19 CLINICAL SOLUTIONS

### **What did you do?**

We developed a Nepali video with English subtitles describing social distancing and how to access the practice for appointments and medications targeted at our Nepali populations in Aldershot and Farnborough, which can be seen on YouTube and was sent to all our Nepali patients on AccuRx

### **Who are you?**

Lesley Rosling, Nitu Gurung, Charlotte Joines

### **What was the problem?**

At the onset of the pandemic, communication to our Nepali Population was not standardised. 10% of the population in Rushmoor are Nepali. The people over the age of 65 are generally considered to be illiterate so a novel method of sharing essential health information is required. The majority do own and can use a mobile phone.

### **What was the solution?**

We have done extensive research with the Nepali Population over the past 10 years. We have connections with the Ghurkha Welfare Society and other senior members of the Nepali Population. We arranged a zoom meeting inviting members from other practices, Nepali clinical staff, Rushmoor Borough Council and members of the Nepali Community and BFBS Gurkha Radio. The solution was to develop a Nepali video. To avoid complaints of discrimination English Subtitles were attached.

### **Where can we find out more?**

<https://youtu.be/aXP4cuyKigE>

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<https://bjgp.org>