

## BDA Support Workforce Case Study

# Masarrat Hanif

Dietetic Assistant Practitioner  
Bradford Teaching Hospitals  
NHS Foundation Trust

Tell us about your NHS role and the difference it makes to patient care:

I am a Dietetic Assistant Practitioner with Urdu language skills. I was employed with the aim of reducing health inequalities by engaging the local South Asian population in pre-existing diabetes education.

Since I have started in post, referrals and attendance have more than doubled onto our courses within this population group. I have also been part of a working group to adapt our current South Asian provision to ensure it is culturally sensitive and tailored to South Asian diets which has further increased attendance.

I have built links with local community groups to provide them with our services as well as increasing awareness of the diabetes dietitian team within Bradford by running “drop-in” sessions at non healthcare venues across Bradford.

I’m aware that, especially for those who don’t speak English as a first language, accessing their community diabetes healthcare team can be very daunting. I aim to be a first point of call for these patients to ensure they know exactly what help they can access as well as the importance of this and increase their confidence in attending these sessions.

**Tell us about the reason you were nominated for the award, and who were you nominated by**

I was nominated by Rachel Spink, AHP Clinical Fellow.

As mentioned above, my role has really focused on engaging the local South Asian community. When I started in post there was very poor attendance from the community at our Asian tailored courses; and where patients did attend there were often issues relating to them arriving late or leaving early and becoming disengaged. I have spent a lot of time building relationships with the local community and educating them on the importance of diabetes care and the difference they can make to their own health by attending these supportive sessions. I run drop-in sessions at supermarkets, Asian stores, religious settings, GP Practices and community centres where I am a first point of call for anyone with diabetes (or their family or friends) and by doing so I have managed to increase numbers joining the “Diabetes – Getting Started” session by 45%.



*Presented by Health Education England at the Celebrating Inspirational AHP Support Workforce Webinar in December 2022.*

I am now looking at ways to further increase opportunities for patients to attend our structured education by enabling the delivery of our education in non-healthcare related settings.

“ ***There is so much variety within my role. I am currently working on a few different projects. I get to meet lots of different people and work in various settings, no two days are the same.*** ”

What would you say to others to encourage more people to join the NHS Dietetic Support Workforce

I have found working as a Dietetic Assistant Practitioner extremely rewarding and enjoyable. There is so much variety within my role. I am currently working on a few different projects. I get to meet lots of different people and work in various settings, no two days are the same.

Anything else you would like to say about your role, or being a member of the dietetic support workforce?

I work with a great team, who are always available for support and advice and make me feel valued in my role.