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A major challenge facing many in the National Health Service is to understand how ethnic differences affect the perception of illness, the intimate personal interactions necessary for clinical practice and the delivery of healthcare.

This online resource is intended to help broaden awareness of the needs of ethnic groups using healthcare services – as well as the needs of healthcare staff from ethnic minorities.

Sections of the site that users have said they found particularly useful include:

- The ethnic/religious groups section, which provides summaries of the beliefs and customs for these groups plus relevant healthcare-related advice;
- The good practice guidelines, which offers advice on providing a culturally aware service for patients, their family and staff members;
- The video interviews with a patient and healthcare workers from different ethnic backgrounds;
- The guidelines on working with translators and interpreters and information on communication between cultures;
- The Patient Information section, which has been translated into Bengali/Sylheti, Farsi, Mandarin, Chinese, Portuguese and Urdu, and includes information on registering with a doctor, finding a dentist and accessing interpretation services.

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