

Equality Delivery System2 Grades – Patients 2021

The Equality Delivery system (EDS2) for the NHS is a tool designed to help NHS organisations, in partnership with local stakeholders, to review and improve their performance for individuals and groups protected by the Equality Act 2010 and to support them in meeting the Public Sector Equality Duty (PSED). The protected characteristics include age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. EDD2 can also be applied to groups not covered under the Equality Act, for example homeless people, people on low incomes and geographically isolated communities.

This paper aims to demonstrate how the Trust meets the requirements of the Equality Act 2010 and the General and Public Sector Equality duties associated with the Act. The Trust uses the Equality Delivery System2 (EDS2) NHS toolkit to demonstrate how it meets these requirements and sets out our commitment to taking equality and human rights into account in everything we do whether that's providing services, developing policies, communicating, consulting or involving people in our work.

At the heart of the EDS2 are 18 outcomes grouped into four goals. The four overarching goals are:

- Better health outcomes for all (Patient Focused)
- Improved patient access and experience (Patient Focused)
- Workforce – The NHS as a fair employer
- Inclusive leadership at all levels

The EDS2 patient objectives have been developed through a process of:

- Profiling demographic information on the population of Newcastle by protected characteristic
- Collating qualitative and quantitative evidence in relation to equality issues for patients, service users and staff.
- Consultation and involvement with the third sector, voluntary organisations and Trust staff
- Discussion with Newcastle Council, other local NHS Trusts and North of England Commissioning Support

- Considering what we currently do to meet identified needs and what else we might need to do

Workforce and Leadership objectives will be reported separately by human resources.

. The Equality Duty encourages engagement with diverse communities to help ensure that policies and services are appropriate and accessible and meet the different needs of the communities and people we provide services to.

The Equality Duty consists of a General Duty with three main aims. It requires the Trust to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010
- Advance equality of opportunity between people from different groups
- Foster good relations between people of different groups.

Demonstrating “due regard” to people with protected characteristics means that the Trust must consider the three aims of the general duty in its decision making and day to day activities by:

- removing or minimising disadvantages suffered by people due to their protected characteristics
- taking steps to meet the needs of people with protected characteristics
- encouraging people with protected characteristics to participate in public life or in other activities where participation is disproportionately low

The general duty is also underpinned by a number of specific duties which place responsibilities on organisations to:

- Publish equality objectives at least every four years
- Publish information to demonstrate we have complied with the general equality duty on an annual basis

Monitoring and Reviewing the EDS2

The Chief Operating Officer has Executive responsibility for Health Inequalities. The implementation, monitoring and reviewing of the EDS2 (patient focused) is overseen by The Equality Diversity and Human Rights Group (EDHR) which is chaired by the

Associate Director of Nursing. This group meets quarterly and monitors progress of the EDS2 work plan.

The EDHR group membership includes representatives from:., Elders Council, West End Youth Enquiry Service, Trans Lives NE, Chaplaincy, MESMAC/SHINE, Newcastle Disability Forum, Disability North, The National Association of Laryngectomies Clubs, DeafLink, Newcastle Society for Blind people, Launchpad, Link to Skills for People, Newcastle Carers Centre, HAREF and Healthwatch.

Grading of objectives has been subject to robust scrutiny processes which has included:

- Collating qualitative and quantitative data in relation to the needs of people with protected characteristics.
- Collating evidence of work within the Trust to address needs.
- Review of this evidence by 3rd sector and voluntary organisations working with people who have protected characteristics and staff.

It has been agreed that the Trust is achieving on goals 1 and 2.

Goal 1: Better health outcomes for all

Outcome	Grade
1.1 Services are commissioned, designed and procured to meet the health needs of local communities, promote well-being, and reduce health inequalities	Achieving
1.2 Individual patients' health needs are assessed, and resulting services provided, in appropriate and effective ways	Achieving
1.3 Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed	Achieving
1.4 When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse	Achieving
1.5 Screening, vaccination and other health promotion services reach and benefit all local communities	Achieving

Overall grade – Achieving

Goal 2: Improved patient access and experience

Outcome	Grade
2.1 Patients, carers and communities can readily access	Achieving

services, and should not be denied access on unreasonable grounds	
2.2 People are informed and supported to be as involved as they wish to be in decisions about their care	Achieving
2.3 People report positive experiences of the NHS	Achieving
2.4 People's complaints about services are handled respectfully and efficiently	Achieving

Overall grade – Achieving

Progress

The patient experience team have focused on understanding and meeting the needs of people with protected characteristics in relation to COVID19. This has involved:

- Supporting patients, visitors and carers via enquiry line
- Keeping up to date with information about the impact of COVID19 on different groups of people and changes in legislation
- Sharing information and good practice between local partner, regional and national organisations for people with protected characteristics.
- Responding to feedback and complaints from people with protected characteristics
- Raising awareness of communication needs and support
- Equality analysis of changes relating to COVID19

Specific actions which have aimed to improve the experience of people with protected characteristics have included:

- Embedding direct access to interpretation services in relation to virtual and telephone appointments
- Promoting the use of hospital passports for people with a learning disability
- Promoting the completion of the forget me not passport for patients with dementia
- Exploring options in relation to face masks and face shields to support people who are deaf or hard of hearing
- Providing badges for people exempt from wearing face masks
- Recruitment of a Carers Hospital and Advice Worker to support carers
- Purchase of four new BSL VRI equipment
- Liaising with the Health and Race Equality Forum and Public Health to share information in accessible formats

- Participating in Pride online event
- Developing individual visiting agreements to support people with protected characteristics
- Development of robust policies including: Equality & Diversity Policy, Interpreting Policy and Safeguarding Adults and Children Policy.
- Involving and working in partnership with stakeholders in the development of services and responding to identified needs
- Employing lead people taking forward different aspects of EDI eg: Equality and Diversity Lead, Learning Disability Lead, Chaplaincy Lead, Patient, Carer, Public Involvement Lead
- Training all staff on EDI
- Involving people with protected characteristics in the development and delivery of training
- Developing 'Putting Patients at the Heart of All We Do' to raise awareness of the needs of with people with protected characteristics
- Monitoring access to our services by age, gender and ethnicity