

The EDS2 panel, attended by members of local Health Watch teams, representatives of the senior nursing teams, patient experience team and Merseyside CCG's Equality and Inclusion Service was held on 14th February 2019. The Patient Inclusion and Experience Lead gave a presentation detailing some of the health inequalities present in our local communities with recommendations on how we could work to address some of the inequalities described.

One of the aims of this session was to develop a new set of equality objectives for the period 2019/23 which are shown below, and to develop an action plan to ensure that the objectives set are met (Appendix 1).

Equality Objectives 2019/23:

- 1. To improve access and outcomes for patients and communities who experience disadvantage**
- 2. To improve our equality performance by collaboration and partnership working**
- 3. To engage and consult with all our local communities, and to raise awareness of health inequalities both within our workforce and in our local communities.**
- 4. To take steps to ensure that our workforce is broadly representative of the communities we serve at all levels**
- 5. Improve the wellbeing of staff employed in the Trust**
- 6. Improve the experiences of Black and Minority Ethnic staff employed in the Trust**

Disability	Poor access to services and poor outcomes for patients who are D/deaf	<p>Work closely with St Helens Deafness Resource Centre staff and service users and local Healthwatch groups to ensure that the D/deafness action plan is progressed.</p> <p>Progress to be monitored through the Trusts Communications subgroup and the Patient Experience Council.</p>	<p>Assistant Director of Governance</p> <p>Patient inclusion and experience lead</p> <p>Patient experience manager</p>	Dec 2021	<p>1.1, 1.2, 1.3, 1.4, 1.5, 2.1,2.2,2.3,2.4,4.1,4.3</p> <p>Advance Equality of opportunity and eliminate discrimination</p> <p>Equality Objectives 1,2,3</p>
Disability	Poor access to services and poorer outcomes	Work collaboratively with other providers/CCG to develop guidance around making reasonable adjustments	<p>Patient inclusion and experience lead/ Corporate matron</p> <p>Workforce EDI lead</p>	Dec 2019	<p>1.1, 1.2, 1.3, 1.4, 1.5, 2.1,2.2,2.3,2.4,4.1,4.3</p> <p>Advance Equality of opportunity and eliminate discrimination</p> <p>Equality Objectives 1,2,3</p>
Disability	Improve the experience of disabled members of staff in the Trust	Implementation of the Workforce Equality Disability Standard (WDES) in line with timescales provided by NHS England – first submission due August 2019	Workforce EDI lead	Aug 2019	<p>4.1,4.3</p> <p>Advance Equality of opportunity and eliminate discrimination</p> <p>Equality Objective 5</p>
Disability	Improve the experience of disabled	Raise awareness of the support provided for all disabled staff in the Trust by engaging with them	Workforce EDI lead	April 2020	<p>4.1,4.3</p> <p>Advance Equality of opportunity</p>

	members of staff in the Trust	in a way they choose			and eliminate discrimination Equality Objective 5
Disability	Improve the experience of disabled members of staff in the Trust	Set up a staff network for staff with disabilities	Workforce EDI lead	Dec 2019	4.1,4.3 Advance Equality of opportunity and eliminate discrimination Equality Objective 5
Gender reassignment	Poor patient experience when accessing services	Work directly with trans patients to better understand what their issues they face when accessing Trust services. Roll out the 'What matters to me' engagement with trans patients Review policies and practices to ensure that services are as inclusive as possible	Patient Inclusion and Experience Lead Workforce EDI lead	Dec 2020	1.1, 1.2, 1.3, 1.4, 1.5, 2.1,2.2,2.3,2.4,4.1,4.3 Advance Equality of opportunity and eliminate discrimination Equality Objectives 1,2,3
Gender reassignment	Poor patient experience when accessing services	Ensure the Trust retains the Navajo Chartermark and develops a robust action plan to ensure improvements are made	Patient Inclusion and Experience Lead	May 2019	1.1, 1.2, 1.3, 1.4, 1.5, 2.1,2.2,2.3,2.4,4.1,4.3 Advance Equality of opportunity and eliminate discrimination Equality Objectives 1,2,3

Gender reassignment	Poor patient experience when accessing services	Go 'beyond Navajo' with wards accredited for being trans and LGB aware	Patient Inclusion and Experience Lead	Dec 2020	1.1, 1.2, 1.3, 1.4, 1.5, 2.1,2.2,2.3,2.4,4.1,4.3 Advance Equality of opportunity and eliminate discrimination Equality Objectives 1,2,3
Pregnancy or maternity/race	Health inequalities and unequal access to maternity services for migrant and asylum seeking women.	Engage directly with migrant and asylum seeking women to better understand the barriers they face when accessing maternity services. Review if/how we can improve current service provision to ensure that their needs are met and barriers to accessing services are removed.	Head of Midwifery Inpatient & outpatient maternity matron	Feb 2020	1.1, 1.2, 1.3, 1.4, 1.5, 2.1,2.2,2.3,2.4,4.1,4.3 Advance Equality of opportunity and eliminate discrimination Equality Objectives 1,2,3,4
Race/ALL	Cultural sensitivity and patient safety	Work collaboratively with other providers/CCG to develop guidance to ensure the Trust can meet the cultural needs of all protected groups and improve patient safety	Patient inclusion and experience lead	Dec 2020	1.1, 1.2, 1.3, 1.4, 1.5, 2.1,2.2,2.3,2.4,4.1,4.3 Advance Equality of opportunity and eliminate discrimination Equality Objectives 1,2,3
Race	Increase in reported hate	In collaboration with Merseyside Police, continue to support	Governance officer/PA	On going	Advance Equality of opportunity and eliminate discrimination

	crime/hate crime incidents in the area	staff/members of the local community who are victims of hate crime. Monitor incidents reported in the monthly drop in sessions or via the online reporting system			Equality Objectives 1,2,3
Race	Improve opportunities for BME staff employed in the Trust	Increase the number of Black and Minority Ethnic Staff in senior leadership roles at Bands 8a and above, closing the gap by at least 50% by 2021	Head of HR	Jan 2021	4.1 Advance Equality of opportunity and eliminate discrimination Equality Objectives 4,6
Race	Improve the experiences of BME staff employed in the Trust	Improve the results of the three key findings in the staff survey 2017 results for our BME staff <ul style="list-style-type: none"> • % of staff experiencing harassment, bullying or abuse • % of staff believing the Trust provides equal opportunities • % of staff experiencing discrimination at work 	Head of HR	April 2020	3.3,3.4,3.6,4.1 Advance Equality of opportunity and eliminate discrimination Equality Objectives 4,6
Race	Improve the experiences of BME staff employed in the Trust	Reduce the likelihood of BME staff being involved in formal conduct procedures by at least 50% by 2021	Head of HR	Dec 2021	3.4,3.6, Advance Equality of opportunity and eliminate discrimination Equality Objective 6

Race/Disability	Poor access to services and poorer outcomes	Approve Translation and Interpretation Quality Standards and ensure that standards are met by any potential providers of interpreting and translation services, including both foreign language and British Sign Language	Patient Inclusion and Experience Lead Head of Procurement	Dec 2019	1.1, 1.2, 1.3, 1.4, 1.5, 2.1,2.2,2.3,2.4,4.1,4.3 Advance Equality of opportunity and eliminate discrimination Equality Objectives1,2
Religion and belief	Poor patients experience and outcomes	Work collaboratively with other providers/CCG to develop an action plan around meeting religious and spiritual needs of patients to be implemented across all providers	Patient Inclusion and Experience Lead Head of Spiritual Care	Dec 2021	1.1, 1.2, 1.3, 1.4, 1.5, 2.1,2.2,2.3,2.4,4.1,4.3 Advance Equality of opportunity Equality Objectives 2,3
Sex	Access to service and poor outcomes linked to sex. Men in particular are less likely to access healthcare services and have poorer outcomes than women.	Identify what we already do in the Trust to support male patients, visitors and members of staff: Working with the Trusts Health and Wellbeing Service and in collaboration with local providers and CCG raise awareness of screening services both in local communities and within the Trust workforce. Provide regularly updated information for patients, visitors and staff relating to domestic violence and how to get support	Health, Work and Wellbeing Manager Head of HR Patient Inclusion and Experience Lead	Feb 2020	1.1, 1.2, 1.3, 1.4, 1.5, 2.1,2.2,2.3,2.4,4.1,4.3 Advance Equality of opportunity and eliminate discrimination Equality Objectives 1,2,3

		<p>when needed.</p> <p>Provide information on support organisations for those patients, visitors and members of staff living with suicide.</p>			
Sex/age	Ensure our workforce is representative of the communities we serve	In particular men, the under 25's and the over 60's by 2021	Head of HR	Dec 2021	<p>3.1</p> <p>Advance Equality of opportunity and eliminate discrimination</p> <p>Equality objective 4</p>
Sexual Orientation	Poor patient experience when accessing services	<p>Work directly with Lesbian, Gay and Bisexual (LGB) patients to better understand what their issues they face when accessing Trust services.</p> <p>Roll out the 'What matters to me' engagement with LGB patients</p> <p>Review policies and practices to ensure that services are as inclusive as possible</p>	Patient Inclusion and Experience Lead	Dec 2021	<p>1.1, 1.2, 1.3, 1.4, 1.5, 2.1,2.2,2.3,2.4,4.1,4.3</p> <p>Advance Equality of opportunity and eliminate discrimination</p> <p>Equality Objectives 1,2,3</p>
Sexual Orientation	Poor patient experience	Ensure the Trust retains the Navajo Chartermark and	Patient Inclusion and Experience	May 2019	1.1, 1.2, 1.3, 1.4, 1.5, 2.1,2.2,2.3,2.4,4.1,4.3

	when accessing services	<p>develops a robust action plan to ensure improvements are made</p> <p>Go 'beyond Navajo' with wards accredited for being trans and LGB aware</p>	Lead		<p>Advance Equality of opportunity and eliminate discrimination</p> <p>Equality Objectives 1,2,3</p>
Sexual Orientation	Poor patient experience when accessing services	<p>Go 'beyond Navajo' with wards accredited for being trans and LGB aware</p>	<p>Patient Inclusion and Experience Lead</p>	Dec 2020	<p>1.1, 1.2, 1.3, 1.4, 1.5, 2.1,2.2,2.3,2.4,4.1,4.3</p> <p>Advance Equality of opportunity and eliminate discrimination</p> <p>Equality Objectives 1,2,3</p>
ALL	Failure to consult/consider people from protected groups when planning to implement change across the Trust including service changes, cost improvement programmes etc.	<p>Ensure that a robust Equality Analysis is carried out for all cost improvement programmes and service changes by the person(s) planning to implement any changes.</p> <p>Evidence that the Equality Analysis has been considered from the earliest possible planning stages, and includes evidence of consultation where appropriate, discussion and mitigation of any decisions made.</p>	<p>Director of Nursing, Midwifery and Governance</p> <p>Managers leading change/ planning to implement cost improvement initiatives</p>	On going	<p>1.1, 1.2, 1.3, 1.4, 1.5, 2.1,2.2,2.3,2.4,4.1,4.3</p> <p>Advance Equality of opportunity and eliminate discrimination</p> <p>Equality Objectives 1,2,3</p>

<p>ALL</p>	<p>Poor patient experience when accessing services</p>	<p>Work directly with patients from all protected groups to better understand what their issues they face when accessing Trust services.</p> <p>Roll out the 'What matters to me' engagement with patients from all protected groups</p> <p>Review policies and practices to ensure that services are as inclusive as possible</p>	<p>Patient Experience Manager</p> <p>Patient Inclusion and Experience Lead</p>	<p>Dec 2021</p>	<p>1.1, 1.2, 1.3, 1.4, 1.5, 2.1,2.2,2.3,2.4,4.1,4.3</p> <p>Advance Equality of opportunity and eliminate discrimination</p> <p>Equality Objectives 1,2,3</p>
<p>ALL</p>	<p>Poor patient experience for some protected groups</p>	<p>Develop an engagement plan to ensure that all protected groups are able to engage with the Trust.</p> <p>Roll out the 'What matters to me' engagement with people from all protected groups.</p>	<p>Patient Inclusion and Experience Lead</p> <p>Quality Matron (patient experience and governance)</p> <p>Patient experience manager</p>	<p>April 2020</p>	<p>1.1, 1.2, 1.3, 1.4, 1.5, 2.1,2.2,2.3,2.4,4.1,4.3</p> <p>Advance Equality of opportunity and eliminate discrimination</p> <p>Equality Objectives 1,2,3</p>

ALL	Ensure Trust pays 'due regard' to PSED and health inequalities during unprecedented challenge facing NHS	Ensure Governing Body and executive leads are trained and briefed on lawful decision making and consideration of public law duties.	Director of Corporate services	Dec 2019	4.1,4.2, 4.3 Equality Objectives 1,2 Eliminate discrimination Advance equality of opportunity
ALL	Ensure our workforce is representative of the communities we serve	<p>Review our approaches to staff and volunteer recruitment and retention to: fill any gaps, particularly in difficult to recruit or increased turnover areas like nursing</p> <p>provide opportunities for continuous feedback, improvement of practice and flexible movement within the Trust to help retain staff</p> <p>ensure our processes are fair and equitable for all staff and candidates</p>	Head of HR	April 2021	3.1,3.4,3.6, 4.1, 4.3 Eliminate discrimination Advance equality of opportunity Equality Objective 4

ALL	Improve staff health and wellbeing	Improve the wellbeing of all staff and reduce the proportion of staff experiencing stress related illness	Head of HR	April 2020	3.4,3.5,3.6 Eliminate discrimination Advance equality of opportunity Equality objective 5
ALL	Improve development opportunities for staff employed in the Trust	Review our approach to development and talent management to ensure that we 'grow our own' particularly at pay bands 6 and 7 and BME staff	Head of HR	April 2021	3.3,3.6,4.1 Eliminate discrimination Advance equality of opportunity Equality Objective ?