

Southport and Ormskirk Hospital NHS Trust

Equality Delivery System 2 (EDS2) Assessment Report 2018-2019

1. Introduction:

Southport and Ormskirk Hospital NHS Trust has implemented the Equality Delivery System (now EDS2) launched by the Department of Health in 2011. The EDS2 is a tool to drive up equality performance and embed equality into mainstream NHS business.

The EDS2 is a public commitment of how NHS Organisations plan to meet the needs and wishes of local people and staff, and meet the duties placed on them by the Equality Act 2010. It also sets out how, they recognise the differences between people, and how they aim to make sure that any gaps and inequalities are identified and addressed.

The EDS2 is split into four measurable areas:

1. Better Health Outcomes
2. Improved patient access and experience
3. A representative and supported workforce
4. Inclusive leadership

Against these four areas there are a set of 18 outcomes. These range from service quality to how staff, are managed in the Trust.

2. How does it work?:

It works by ensuring that all of the work of the Trust is benefiting protected groups in different ways. It is also about creating a system where our stakeholders are the ones that are assessing our performance rather than the Trust doing a simple self-assessment. This includes the Trust providing detailed evidence and service line information to our stakeholders who then assess the Trust against the evidence provided to discuss its performance against the various goals and outcomes.

3. Evidence collection:

To support the EDS2 process, the Trust has worked collaboratively with all NHS Trusts and Clinical Commissioning Groups across Merseyside to implement the EDS2 toolkit in an innovative, integrated and sustained way. The collaboration is made up of equality leads and key officers from across Merseyside and meets on a bi-monthly basis. Over the last year the collaborative has worked jointly and closely with a range of stakeholders who represent the interests of people who share protected characteristics or face disadvantages in accessing health services. The organisations, groups and networks operate at either a national, regional and local level and have provided the collaborative with information, research and data that ensures Merseyside NHS organisations identify the key barriers and inequalities that impact on access and unequal outcomes. This evidence has been collated onto an Excel spread sheet which has then been used by the Trust CCGs and Trusts to develop Equality Objective Plans, which are intended to enable the collaborative to address and mitigate the same issues from across the Merseyside system.

Examples of key stakeholders include the Race Equality Foundation, Age UK, Age Concern, Healthwatch organisations from across Merseyside, Deaf health Champions, Merseyside Society for Deaf People, The Deafness Resource Centre, RNIB, Black Asian Minority Ethnic Community Development Workers project across Merseyside, In Trust Merseyside and Cheshire, Mind, Armistead, Equal Voice, Young Advisors, YPAS and the Spiritual and religious networks across Liverpool to

name but a few. Stakeholders have been engaged on an inclusive basis via a variety of different methods, including CCG and Provider workshops, one-to-one meetings, attendance at voluntary group meetings, teleconferences and via desktop research on a variety of reports. The Trust recognises that patients and staff who share protected characteristics are less likely to complain, complete NHS surveys or access community networks to provide their feedback. Therefore, this level of engagement with stakeholders will ensure that the entrenched barriers which communities face in relation to accessing healthcare services are understood and mitigated as part of the Merseyside's strategic and operational objectives.

Other key sources of evidence include patient experience, complaints, ongoing engagement activity, consultations, case reviews, contract discussions, equality impact assessment findings and evidence from Public Health partners and Public Health England (Due North report) and NHS England guidance and resources. All used to develop system-wide Equality Objectives.

4. Grading

Grading is based on a simple criteria for each of the standards as highlighted below.

1. Undeveloped	Evidence provided for 0-2 protected characteristics
2. Developing	Evidence provided for 3-4 protected characteristics
3. Achieving	Evidence provided for 5-7 protected characteristics
4. Excelling	Evidence provided for 8-9 (all) protected characteristics

5. What are protected characteristics?

Protected characteristics refer to all the different groups of people that are covered under the Equality Act 2010 – the main piece of legislation that protects people from discrimination in the UK. These are:

- Age
- Disability
- Ethnicity/Race
- Gender
- Gender Reassignment
- Marriage & Civil Partnership
- Pregnancy & Maternity
- Religion & Beliefs
- Sexual Orientation

6. What are the benefits?

The introduction of the EDS2 will help to recognise, encourage and highlight the undoubted good practice and evidence that already exists at the Trust but at the same time ensure there is better or consistent engagement with our local communities, any gaps are identified and addressed and become more reflective of the community it serves at all grades and positions.

7. How are we doing?

Over the past year, the Trust has been working hard to implement the NHS Equality Delivery System (EDS2).

In February 2019 the Trust undertook its EDS2 assessment against the EDS2 goals 1 & 2 and invited key stakeholders to the assessment process Healthwatch Lancashire and representatives from Sefton CCG attended the assessment process and a number of Trust staff were present at the assessment to contribute and answer any specific questions raised on the day.

7. Stakeholders – External partners on the assessment panel goals 1 & 2:

Stakeholders – Partners Goals 1 and 2

1. Better Health Outcomes
2. Improved patient access and experience

- Healthwatch Lancashire, a meeting was held before the EDS2 assessment to discuss EDS2 barriers to services and provide evidence on what the Trust was doing now regarding the highlighted barriers.
- Sefton CCG representatives also attended the assessment
- Trust staff attend ensuring the Trust had staff covering H/R Governance & Quality, Nursing, Equality Diversity and Inclusion

Stakeholders –Internal partners on the assessment panel goals 3 & 4:

Stakeholders – Internal Partners Goals 3 and 4

3. A representative and supported workforce
4. Inclusive leadership

- The Trust staffside lead was contacted asking for representatives from staffside to assess the Trust against goals 3 & 4 the staffside lead provided the names of staffside representatives who are actively involved with E&D for staffside.
- The assessment with staff side representatives took place April 2019

8. The EDS2 partner's assessment graded the Trust as follows:

Equality Delivery System 2: Goal 1			
1. 'Better health outcomes for all'		Verified by: Stakeholders	
individual Outcome grades for Goal 1:		2017-18	2018-19
EDS2 Outcome 1.1 Services are commissioned, procured, designed and delivered to meet the health needs of local communities		Developing	Achieving
EDS2 Outcome 1.2 Individual people's health needs are assessed and met in appropriate and effective ways		Developing	Achieving
EDS2 Outcome 1.3 Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed		Developing	Achieving
EDS2 Outcome 1.4			

When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse	Developing	Achieving
EDS2 Outcome 1.5 Screening, vaccination and other health promotion services reach and benefit all local communities	Developing	Achieving

Equality Delivery System 2: Goal 2		
2. 'Improved patient access and experience'	Verified by: Stakeholders	
individual Outcome grades for Goal 2:	2017-18	2018-19
EDS2 Outcome 2.1 People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds	Developing	Achieving
EDS2 Outcome 2.2 People are informed and supported to be as involved as they wish to be in decisions about their care	Developing	Achieving
EDS2 Outcome 2.3 People report positive experiences of the NHS	Developing	Developing
EDS2 Outcome 2.4 People's complaints about services are handled respectfully and efficiently	Developing	Achieving

Equality Delivery System 2: Goal 3		
Goal 3. 'Empowered, engaged and well-supported staff'	Verified by:	Staffside 2019
Individual Outcome grades for Goal 3:	2017-18	2018-19
EDS2 Outcome 3.1 Fair NHS recruitment and selection processes lead to a more representative workforce at all levels	Developing	Achieving
EDS2 Outcome 3.2 The NHS is committed to equal pay for work of equal value and expects employers to use equal pay audits to help fulfil their legal obligations	Developing	Developing
EDS2 Outcome 3.3 Training and development opportunities are taken up and positively evaluated by all staff	Developing	Developing
EDS2 Outcome 3.4 When at work, staff are free from abuse, harassment, bullying and violence from any source	Developing	Developing

EDS2 Outcome 3.5 Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives	Developing	Developing
EDS2 Outcome 3.6 Staff report positive experiences of their membership of the workforce	Developing	Developing

Equality Delivery System 2: Goal 4		
4. 'Inclusive Leadership'	Verified by: Staffside	
		2019
Individual Outcome grades for Goal 4:	2017-18	2018-19
EDS2 Outcome 4.1 Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations	Developing	Achieving
EDS2 Outcome 4.2 Papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are to be managed	Developing	Achieving Board Only
		Developing Other committees
EDS2 Outcome 4.3 Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination	Developing	Developing

9: EDS2 assessment comparison between 2017-2018 and 2018-19

The information above highlights the difference in the Trust EDS2 assessment scoring for each goal and outcome between last year 2017-18 and this year 2018-19. Of the 18 outcomes the Trust has seen 10.5 outcomes improve from developing to achieving.

The Trust has seen a significant improvement in goals 1 and 2 which are patient focused with 8 of the 9 outcomes progressing from developing to achieving in 2018-2019

For goals 3 and 4 which covers workforce and the organisation being well lead, of the 9 outcomes the Trust has seen an improvement from developing to achieving in 2.5 outcomes.

The EDS2 outcome 3.3: Training and development opportunities are taken up and positively evaluated by all staff, the assessment panel have highlighted that if the Trust can provide additional evidence they would change the scoring from developing to achieving, evidence has been requested.

For goal 4 outcome 4.2 the assessment panel requested that the scoring should be divided into two as the board was achieving the objective but thought other committees at the Trust were developing

10. Conclusion:

The EDS2 assessment completed by the Trust and its partners highlights its commitment of how Southport and Ormskirk Hospital Trust aims to meet the needs of local people and staff, and meets the duties placed on it by the Equality Act 2010. It also sets out how, the Trust recognises the differences between people and how we aim by working in partnership with our partners from the diverse communities to aim to make sure that any gaps and inequalities are identified and addressed.

11. Recommendations:

The information contained in this report will be reviewed at the Trust Valuing our People Group, Patient Experience Group and Workforce Committee and will be presented to Trust Board.

The Trust EDS2 Equality Objective Action Plan for 2019-20 will be updated to reflect the points highlighted from the 2018/19 EDS2 assessments and updated and reviewed at the various Trust groups and committees throughout 2019-20.

The information will also be sent to all the partnership organisations who actively participated in the EDS2 assessment process.

The Trust will also update its website with the assessment outcomes and forward the information onto the Sefton CCG Unit Equality & Diversity Lead.