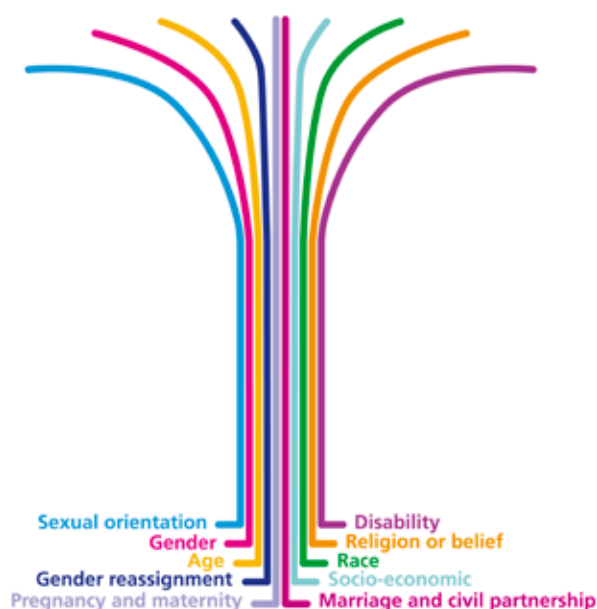


NHS Norfolk and NHS Great Yarmouth and Waveney Cluster



NHS Equality Delivery System Annual Improvement Plan 2011 – 2013

This Framework sets out our values and commitments covering all protected groups under the Equality Act 2010



NHS Norfolk and NHS Great Yarmouth and Waveney Cluster Equality Delivery System Outcomes Framework Annual Improvement Plan 2011

Narrative	RAGP	Outcome	Measures	Progress	Age	Disability	Sex	Gender Reassignment	Race	Religion	Sexual Orientation
1. Better Health outcomes for all											
The Cluster will achieve improvements in patient health & patient safety for all based on Comprehensive evidence of needs and results.	Amber	1.1 Services are commissioned, designed and procured to meet the health needs of local communities, promote well-being, and reduce health inequalities.	<p>Cluster Use of the JSNA to identify health needs of local communities. For example: Learning Disabilities and Autistic Spectrum Needs Assessment in response to 'Death by Indifference', 'Six Lives', Autism Act 2009 and Implementation Guide 2010.</p> <p>NHSN Use of ERINN 2011 to develop recommendations based on the findings and ensure that these are taken forward by individual partners. This includes the findings of NHS Norfolk's BME Health Needs Survey 2010.</p>	<p>Cluster Equality Impact Analysis updated and implemented and published and reported to NHS Norfolk Board. All activities are aligned with NHS Norfolk's 5-year strategic plan and QIPP (Quality, Innovation, Productivity and Prevention) plans.</p> <p>NHSN ERINN group set up to develop an action plan to address findings.</p>	↙	↙	↙	↙	↙	↙	↙
	Green	1.3 Changes across services are discussed with patients and the public to better reflect the needs of the local population.	<p>Cluster Patients and the public are involved in changes to commissioning and delivery of services. Minutes of focus groups, etc.</p>	<p>Cluster All engagement activities are analysed and recommendations made in public documents.</p>	↘	↘	↘	↘	↘	↘	↘

Narrative	RAGP	Outcome	Measures	Progress	Age	Disability	Sex	Gender Reassignment	Race	Religion	Sexual Orientation
		Amber	<p>1.2 The Cluster commissions appropriate services to meet the health needs of local communities, promotes health and well-being and reduces health inequalities in BME communities.</p>	<p>Cluster Quantitative health needs assessment for BME communities e.g. population estimates, hospital admissions, mortality data and prevalence of diseases using most up to date available data for the most common diseases. Baseline to be assessed after two years.</p>	<p>Cluster Health needs of BME communities in Norfolk are better identified in order to ensure equity of services, interventions and address any health inequalities.</p> <p>NHSN Business case and proposal developed.</p>	↙		↙		↙	
	Amber	<p>1.5 Public health, vaccination and screening programmes reach and benefit all local communities and groups</p>	<p>Cluster Appropriate language statistics are taken from monthly monitoring of INTRAN usage. All publications carry the INTRAN logo to ensure accessibility for people who cannot speak English, who have a sensory disability or for their carers.</p>	<p>Cluster Information on cervical screening requirements to be disseminated and reinforced to all surgeries and clinics.</p> <p>Cluster Screening letters translated into appropriate languages and formats and held on the HERON website (where screening information is available from other sources this is linked via the diversity section of this website)</p>	↘	↘	↘		↘		

Narrative	RAGP	Outcome	Measures	Progress	Age	Disability	Sex	Gender Reassignment	Race	Religion	Sexual Orientation
2. Improved patient access and experience											
The NHS should improve accessibility and information, and deliver the right services that are targeted; useful, usable and used in order to improve patient experience.	Amber	2.1 Patients, carers and communities have knowledge of and can access services commissioned and will not be denied access on unreasonable grounds.	Cluster Effective use of interpretation and translation, through INTRAN partnership. Monitoring of INTRAN usage informs requirement for different formats and languages.	Cluster All information on commissioned services are accessible in alternative formats and languages, including for people who are Deaf or require Easy Read.	✓	✓			✓		
	Amber	2.1 Improved access to services for migrant workers.	Cluster Expressed views from focus groups, surveys and other feedback	NHSN Working on a pilot project with third sector organisations specialising in advice and support services for migrant workers to develop a DVD in giving advice on how to access NHS services. Cluster Support health trainer service and local organisation to deliver life style support to migrant workers including smoking cessation in their own language.	✓	✓	✓	✓	✓	✓	✓
	Amber	2.1 Clinical awareness of barriers experienced by Lesbian and bisexual women to NHS services.	Cluster Findings of Stonewall report 'Prescription for Change, Lesbian and bisexual women's health check 2008' and the Norfolk wide LGB survey 2010	Cluster Develop an action plan to address the key findings e.g. offer education and training for clinical teams to develop appropriate clinics/ sessions for LGB patients. Cluster Action plans also to be developed following Stonewall's report related to gay men and older people.	✓ ✓		✓ ✓	✓ ✓			✓ ✓

Narrative	RAGP	Outcome	Measures	Progress	Age	Disability	Sex	Gender Reassignment	Race	Religion	Sexual Orientation
	Amber	2.3 Patients and carers report positive experiences of the NHS where they are listened to and respected and their privacy and dignity is prioritised	Cluster Improved patient experience of commissioned services. Case studies and patient stories inform priorities and identify areas for improvement – through commissioned research and unannounced visits by LINK and Non Executive Directors of the Cluster	Cluster Research commissioned for case studies, results will be used to produce a learning tool for providers to ensure positive patient experience and safety. Analysis of existing cases to identify priorities e.g. care of the elderly.	↙	↙	↙	↙	↙	↙	↙
	Green	2.4 Patients and carers complaints about services and subsequent claims for redress should be handled respectfully and efficiently.	Cluster Patients and carers complaints are handled respectfully and efficiently. Complaints and PALS and claims monitoring informs commissioning decisions, patient care pathways and improves access to services.	Cluster Monitoring providers to ensure patients are treated with dignity and respect and highlighting trends. Expectation that providers will monitor complaints taking into account all protected characteristics to enable trends to be identified and addressed where necessary. Cluster All Cluster complaints and PALS enquiries are monitored against protected characteristics to ensure that there is no discrimination or barriers identified.	↘	↘	↘	↘	↘	↘	↘

Narrative	RAGP	Outcome	Measures	Progress	Age	Disability	Sex	Gender Reassignment	Race	Religion	Sexual Orientation
3. Empowered, engaged and well-supported staff											
The NHS should increase the diversity and quality of the working lives of the paid and non-paid workforce, supporting all staff to better respond to patients' and communities needs	Green	3.1 Quality of working lives of all staff does not vary because of a protected characteristic. Our staff are more able to understand and respond to the needs of Norfolk and Waveney's diverse patient population and communities.	Workforce monitoring is used to identify whether there are areas where improvements can be made. This includes the monitoring of grievances and disciplinaries, access to training, exit interviews, etc.	<p>Cluster Cluster staff networks are supported and involved in analysing the impact of relevant policies and procedures.</p> <p>Cluster Take forward Cluster staff network action plans for LGBT, BME and Disability and Long Term Conditions Networks, including NHSGW 'Embrace' staff group. These will be published on the staff intranet.</p> <p>Cluster All Cluster policies and procedures are equality impact analysed to ensure that no staff suffer any detriment on the grounds of a protected characteristic.</p>	✓	✓	✓	✓	✓	✓	✓
	Amber	3.4 Staff are free from abuse, harassment, bullying, violence from both patients and their relatives and colleagues, with redress being open and fair for all.	<p>NHSN Research data e.g. ERINN report is used to inform policy.</p> <p>Cluster NHS staff survey results taken forward where appropriate.</p> <p>NHSN Stonewall Workplace Index used to inform actions.</p>	<p>Cluster Managers ensure that all staff receive mandatory training in equality and diversity. This includes having confidence in their work so that services are commissioned appropriately for all protected characteristics.</p> <p>Cluster All staff know how to report any incidents related to discrimination through internal policies and procedures and are supported to do so.</p>	✓	✓	✓	✓	✓	✓	✓

Narrative	RAGP	Outcome	Measures	Progress	Age	Disability	Sex	Gender Reassignment	Race	Religion	Sexual Orientation
	Green										
	Green	3.6 Workforce is supported to remain healthy, with a focus on addressing major health and lifestyle issues that affect staff and the wider population.	Cluster Occupational health feedback, improved staff survey results and workplace health initiatives	Cluster The Staying Healthy at Work (SHAW) Strategy is implemented to ensure that the workforce is supported. Health Checks are implemented for Cluster staff. NHSGYW has implemented the SHAW strategy and achieved accreditation.	↙	↙	↙	↙	↙	↙	↙

4. Inclusive leadership at all levels

NHS organisations should ensure that equality is everyone's business, & everyone is expected to take an active part, supported by the work of specialist equality leaders and champions.	Amber	4.1 Boards and senior leaders conduct and plan their business so that equality is advanced and good relations fostered, within their organisations and beyond.	Cluster Through the Cluster's equality reporting/ governance structures the Board, Executive and senior leaders receive information on progress and business assurance to reflect compliance and beyond.	Cluster The Board receives a progress report on implementation of the EDS and other related equality information at every meeting. It has an equality and diversity steering group that is chaired by a director and all papers that go to the Board are impact assessed. The Board receives assurances on E & D via workforce papers and board assurance framework.	↕	↕	↕	↕	↕	↕	↕
	Amber	4.3 The organisation uses the NHS Equality and Diversity Competency Framework to recruit, develop and support strategic leaders to advance equality outcomes.		Cluster This outcome will be implemented by dissemination to Boards on publication.	↕	↕	↕	↕	↕	↕	↕

Oddajemy do Państwa rąk wydany przez NHS Norfolk 'Przewodnik po lokalnych usługach zdrowotnych na rok 2010'. Publikacja ta zawiera przydatne informacje o lokalnych usługach służby zdrowia oraz wyjaśnia, gdzie mogą Państwo uzyskać dalsze porady, by zapewnić, że zarówno Państwo, jak i Państwa rodzina zostaną objęci właściwą opieką we właściwym momencie i miejscu. Jeśli pragną Państwo otrzymać ten przewodnik w innym języku, prosimy o telefon pod numer 01603 257006.

Bem-vindo ao NHS de Norfolk 'O Seu Guia para os Serviços de Saúde Locais de 2010'. Este folheto contém informações úteis sobre os serviços de saúde locais e explica onde se pode dirigir para obter mais informações de modo a assegurar que você e a sua família recebem os cuidados certos, na altura certa e no local certo. Se pretende este guia num outro idioma, por favor ligue para 01603 257006.

Sveiki atvykę į NHS Norfolk „Jūsų vietinių sveikatos paslaugų vadovą 2010“. Šiame lankstinuke pateikiama naudinga informacija apie vietines sveikatos paslaugas bei paaiškinama, kur galite kreiptis dėl išsamesnės informacijos, siekdami užtikrinti savo ir jūsų šeimos narių tinkamą priežiūrą reikiamu laiku ir reikiamoje vietoje. Jei šį vadovą pageidaujate gauti kita kalba, prašom skambinti telefonu 01603 257006.

Управление здравоохранения Норфолка предлагает вашему вниманию «Справочник медицинских услуг 2010». В нём вы найдете полезную информацию об услугах здравоохранения в вашем районе и советы, куда обращаться для того, чтобы вы и ваша семья получали своевременное и качественное медицинское обслуживание. Если вам нужен этот справочник на другом языке, пожалуйста, обращайтесь по тел. 01603 257006.

Karibu kwa "Mwongozo Wako wa Huduma za Afya 2010" kutoka kwa Huduma za Kitaifa za Afya (NHS) ya Norfolk. Kijikitabu hiki kina habari muhimu kuhusu huduma za afya zinazopatikana mumu humu, pia kina maelezo kuhusu mahali ambapo unaweza kupata habari zaidi ili kukuwezesha wewe na jamii yako kupata huduma inayofaa, mahala mwafaka. Ikiwa ungeipenda maelezo haya kwa lugha nyingine, basi piga simu nambari 01603 257006.

欢迎来到国家保健服务诺福克 (NHS Norfolk) 的“地方保健服务2010指南”。本手册包含了地方卫生服务的有用信息，以及告诉您获得更多信息的地方，以确保您和您的家人在适当的时间、适当的地点获得适当的保健服务。如果您希望将本手册翻译为其他语言，请致电01603 257006。

If you would like this document in Large Print, Audio, Braille, in a different language (a summary version can be provided) or format, please contact the Patient and Public Involvement Team on 01603 257006 and they will do their best to help

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