



Equality Delivery System 2 (2018):

Stakeholder EDS2 assessment for 2017-2018



Equality Delivery System 2 Goal	Final goal grade:	Graded on:
1. ‘Better health outcomes for all’	Achieving	19/02/2018
Individual Outcome grades for Goal 1:	Grade	
EDS2 Outcome 1.1 “Services are commissioned, designed and procured to meet the health needs of local communities, promote well-being, and reduce health inequalities”	Achieving	
EDS2 Outcome 1.2 “Individual patients” health needs are assessed, and resulting services provided, in appropriate and effective ways”	Achieving	
EDS2 Outcome 1.3 “Changes across services for individual patients are discussed with them, and transitions are made smoothly”	Achieving	
EDS2 Outcome 1.4 “The safety of patients is prioritised and assured. In particular, patients are free from abuse, harassment, bullying, violence from other patients and staff, with redress being open and fair to all”	Achieving	
EDS2 Outcome 1.5 “Public health, vaccination and screening programmes reach and benefit all local communities and groups”	Achieving	

Equality Delivery System 2 Goal	Final goal grade:	Graded on:
2. 'Improved patient access and experience'	Achieving	19/02/2018
Individual Outcome grades for Goal 2:	Grade	
EDS2 Outcome 2.1 "Patients, carers and communities can readily access services, and should not be denied access on unreasonable grounds"	Achieving	
EDS2 Outcome 2.2 "Patients are informed and supported to be as involved as they wish to be in their diagnosis and decisions about their care, and to exercise choice about treatments and places of treatment"	Achieving	
EDS2 Outcome 2.3 "Patients and carers report positive experiences of their treatment and care outcomes and of being listened to and respected and of how their privacy and dignity is prioritised"	Achieving	
EDS2 Outcome 2.4 "Patients' and carers' complaints about services, and subsequent claims for redress, should be handled respectfully and efficiently"	Achieving	

Equality Delivery System 2 Goal	Final goal grade:	Graded on:
3. 'Empowered, engaged and well-supported staff'	Achieving	16/2/2018
Individual Outcome grades for Goal 3:	Grade	
EDS2 Outcome 3.1 "Recruitment and selection processes are fair, inclusive and transparent so that the workforce becomes as diverse as it can be within all occupations and grades"	Achieving	
EDS2 Outcome 3.2 "Levels of pay and related terms and conditions are fairly determined for all posts, with staff doing equal work and work rated as of equal value being entitled to equal pay"	Achieving	
EDS2 Outcome 3.3 "Through support, training, personal development and performance appraisal, staff are confident and competent to do their work, so that services are commissioned or provided appropriately"	Achieving	
EDS2 Outcome 3.4 "Staff are free from abuse, harassment, bullying, violence from both patients and their relatives and colleagues, with redress being open and fair to all"	Excelling	
EDS2 Outcome 3.5 "Flexible working options are made available to all staff, consistent with the needs of the service, and the way people lead their lives"	Excelling	
EDS2 Outcome 3.6 "The staff report positive experiences of their membership of the workforce"	Achieving	

Equality Delivery System 2 Goal	Final goal grade:	Graded on:
4. 'Inclusive leadership at all levels'	Achieving	16/02/2018
Individual Outcome grades for Goal 4:	Grade	
EDS2 Outcome 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"	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"	Achieving	
EDS2 Outcome 4.3 "Middle managers and other line managers support and motivate their staff to work in culturally competent ways within a work environment free from discrimination"	Achieving	

EDS2 stakeholder assessors 2017-2018:

16th February 2018 – EDS2 outcomes
Union and Staff panel

19th February 2018– EDS2 outcomes –
Equality and Diversity Sub Committee
Stakeholder Groups



Action plan for 2018

From our EDS2 assessments, our main areas for improvement / development were identified as follows

Patient Outcomes:

- Better engagement is possible in the community and among 'hard to reach' groups
- Increase equality monitoring to enable WHH to be aware of its patients needs
- Look to support local equality initiatives in the community
- WHH needs to place more emphasis on 'shared decision making' between staff and patients



We will do this by:

- Liaising with the Clinical Commissioning Groups (CCGs) to discuss results of engagement data
- Reassessing the trusts text system to see if this can be used to obtain vital patient equality monitoring data e.g communication and spiritual care needs
- Creating a more appropriate 'waiting area' in A+E for patients with dementia and learning disabilities
- Developing 'picture cards' with staff photos to better reassure patients with learning difficulties and autism
- Support local initiatives such as Warrington MELA and Disability Awareness Day 2018.
- Increased promotion of the 'Expert in Me' program



Staff Outcomes:

- Low representation of female security officers throughout the trust
- Low representation of Black Minority Ethnic (BME) representation across staff groups including People Champions, Freedom to Speak Up (FTSU) Champions, Unions and staff governors
- The staff 'Wellbeing and Engagement' group have not met since July and need to regroup
- More promotion is needed to make staff aware of the option to split maternity leave between parents
- More understanding is needed from both the trust and staff regarding the BME 'cast system' to help prevent discrimination and bullying among BME groups



We will do this by:

- Targeted communications strategy to encourage membership of staff groups from underrepresented minorities
- Addressing the reformation of the Wellbeing and Engagement Group
- Launching an advertising initiative to advertise the shared maternity/paternity leave package
- Enabling the appropriate staff to access further learning on the impact of the 'cast' system in the UK
- Amending policy and training to include 'cast' when referring to race and culture where appropriate



Further information is available:

Sophie Hunter

Equality + Diversity Specialist
Warrington & Halton Hospitals
NHS Foundation Trust

Sophie.Hunter@whh.nhs.uk

Tel 01925 275229

