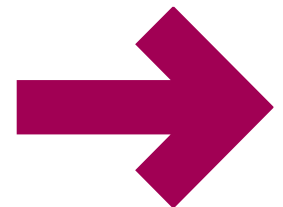


**Equality Delivery
System 2
NHS England
Evidence**

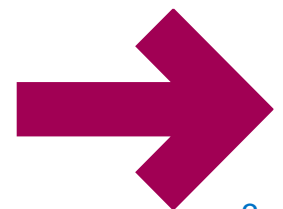
What is EDS2?

- A tool which:
 - Helps NHS organisations make sure services are fair for all patients and communities
 - Supports NHS organisations to make sure that the people who work for them are treated fairly and can apply for a lot of different jobs at all levels



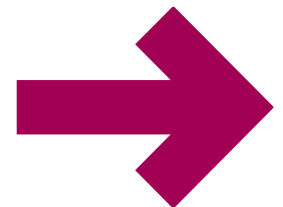
Who does EDS2 help?

- People of all different backgrounds, for example Older people, Black People, Disabled People, gay people
- Organisations look at the most important matters, for example – gay people sometimes have worse mental health so we will want to help them
- The work we do with you will help to decide this
- The law wants organisations to do this and make things better for everyone



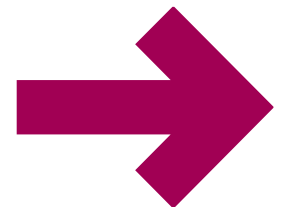
The different types of people we need to think about

- Age (old or young)
- Disability
- Gender re-assignment (someone who does not believe that they are the sex they were told at birth)
- Marriage and civil partnership (mostly for employment)
- Pregnancy and maternity
- Race including nationality and ethnic origin
- Religion or belief
- Sex
- Sexual orientation (lesbian, gay, bisexual or straight)



The different types of people we need to think about

- These other disadvantaged groups typically include but are not restricted to:
- People who are homeless
- People who live in poverty
- People who are long-term unemployed
- People in stigmatised occupations (such as women and men involved in prostitution)
- People who misuse drugs
- People with limited family or social networks
- People who are geographically isolated

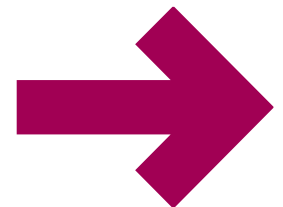


1. Better health for everyone



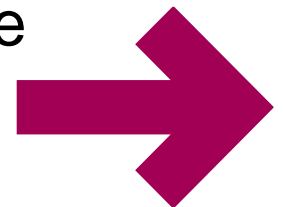
1.1 Health services meet the needs of local people in their communities

- Focus on Black and Minority Ethnic people to improve their experience and care - Race
- Prevention programme for Diabetes – which is a disability
- Prevention of Childhood Obesity – age and disability
- Gender identity services – Review of needs of BME people
- New Service Specification for Gender Identity Services



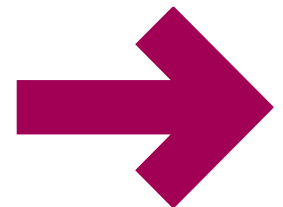
1.1 Health services meet the needs of local people in their communities (2)

- Learning Disabilities
 - Review of people with LD who die too early to make sure it doesn't happen;
 - Making sure services are bought in a better way
 - North West – Equality assessment when buying services
- Maternity
 - Reducing the number of mothers or babies who die during birth
 - Safer and more personal care, involving all the family



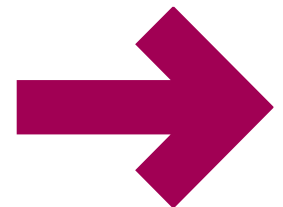
1.1 Health services meet the needs of local people in their communities (3)

- Maternity
 - Making sure people who provide services to mothers who have mental health problems think about all the different groups of people
- Mental Health
 - Can be a disability
 - Special programme of work to improve care and experience and challenge stigma and discrimination of people who have poor mental health



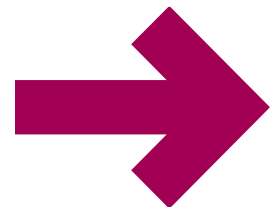
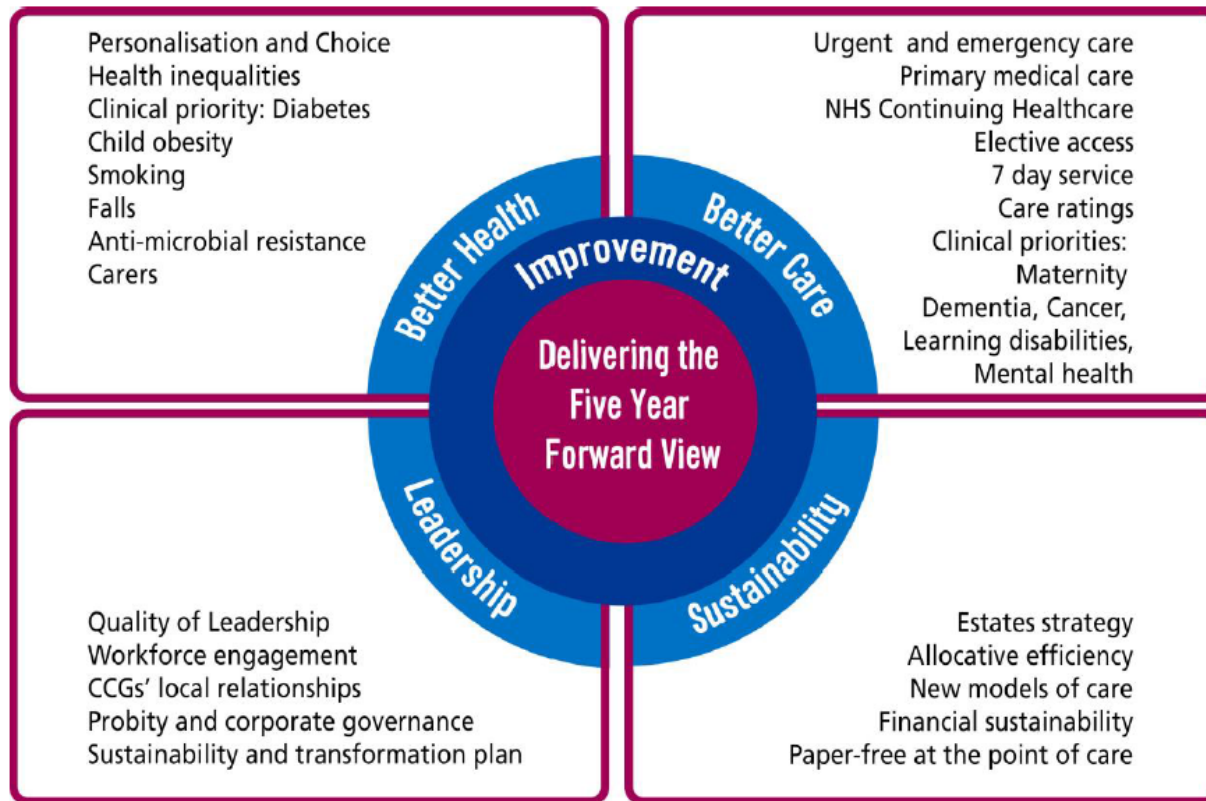
1.1 Health services meet the needs of local people in their communities (4)

- Buying services
 - People who score bids make sure that equality matters are included – for example:
 - Maternity mental health
 - New GP services and service changes
 - Dental services
 - Military Veteran Mental Health
 - Learning Disabilities



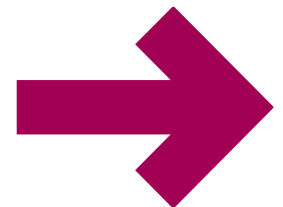
1.1 Health services meet the needs of local people in their communities (5)

• CCG Improvement and Assessment Framework



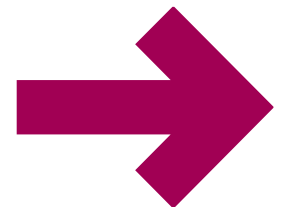
1.2 Each person has their health needs checked and met in the best way

- Accessible Information Standard – a way to make sure that people are given information in a way they understand
- Patient activation programme – How we support all patients to manage their own health and care
 - Understand their illness/condition
 - Know the best ways to manage it themselves, with support, so there is no need for emergency medical treatment, only ordinary appointments



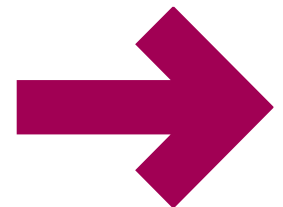
1.2 Each person has their health needs checked and met in the best way (2)

- Data sharing pilot in Bristol – Doctors share information about homeless people so that someone can always see their records and make sure they get the right care for their needs
- Support patient opinion work so that all patients feel that they are listened to
- Forum for people with learning disabilities and/or autism. Regular meetings and workshops so that people with a Learning disability can support and advise us with our work



1.4 People using the NHS are safe, they are treated properly, not abused and mistakes are not made

- When we check CCG work, we look at the number of falls older people have which make them poorly and shouldn't happen
- We try to make sure that anti-biotics are not given to too many people as this can be unsafe

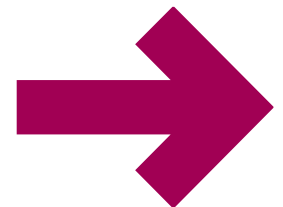


2. People feeling better about their services



2.1 Everyone should be able to get into and use all health services

- Accessible Information Standard
- Community Languages Information Standard being developed
- Information about how to register with a GP if you are an asylum seeker
- Information about how to register with a GP if you are homeless
- Buying services and checking that all groups can use the service – this happens more now
- Making sure that people providing services have thought about different types of people

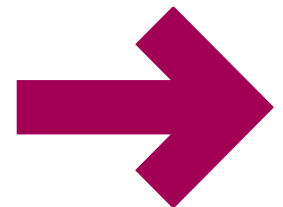


2.2 People are told about the choices they have in ways they understand

- Accessible Information Standard
- Patient Choice Team

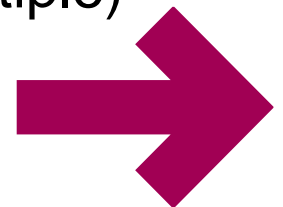
The categories of choice in the English NHS:

- Choice of GP and GP Practice
- Choices in maternity services
- Choice in community services
- Choice to have a PHB
- Choice of provider for first outpatient appointment (elective services)
- Choice to change hospital for treatment within maximum waiting times
- Choice of who carries out specialist tests
- Choice to take part in health research
- Choice to access required treatment in another EEA country



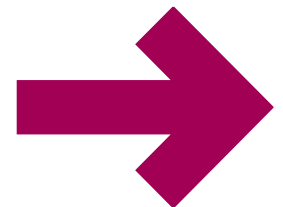
2.2 People are told about the choices they have in ways they understand (2)

- Areas of initial focus for patient choice
 - Maternity
 - End of Life
 - Personal Health Budgets
- Integrated Personal Commissioning Programme
 - Learning from personal budgets so people have choice and control over their care
 - Positive impact for children and young people with complex needs
 - People with LD
 - People with Long Term conditions (single and multiple)
 - People with serious mental health issues



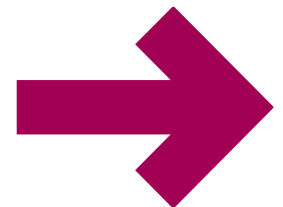
2.3 People say good things about the services they have used

- A lot of patient surveys looking at different people's experiences
 - Worked with Care Quality Commission on Maternity Services Survey
 - Analysis of experience of young people using NHS services
 - Experience of using services by race, sexual orientation
 - Survey about community mental health, broken down by:



2.3 People say good things about the services they have used (2)

- Survey about community mental health, broken down by:
 - Age;
 - Gender;
 - Race;
 - Sexual orientation
 - Survey about how children have found their NHS care
- Friends and Family Test looks at race, sex, age
- NHS Citizens assembly & forums focusing on services e.g. learning disability/ gender identity



2.4 Complaints are sorted out quickly and properly

- Analysed by:
 - number of contacts;
 - Region;
 - Type of person making the contact eg staff/ patient;
 - Referred to Equality Team if there are any queries about equality issues which we may be able to help with
- Not analysed by different types of people, or common theme
 - Work is in progress to record this and see if there are any particular issues
 - The next LD Forum will look at Complaints, Comments and Feedback- and how to make them more accessible



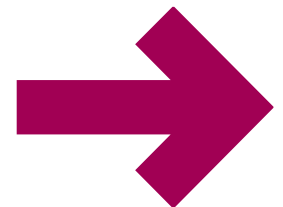
3. People working for the NHS are supported



**4. People in
charge of
NHS
services do
things fairly**

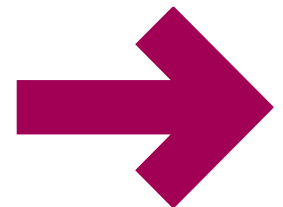
4.1 The people in charge show what they are doing to treat people equally and fairly.

- Equality and Diversity Council- NHS England works with other organisations to make sure people are treated equally and fairly
 - Support for Equality Delivery System (EDS2)
 - Employment programme for people with Learning Disabilities
 - Workforce Race Equality Standard
 - Workforce Disability Equality Standard
 - Sexual Orientation Monitoring Standard

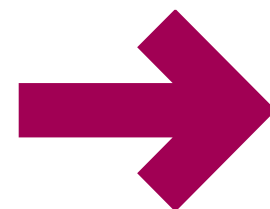


4.1 The people in charge show what they are doing to treat people equally and fairly.

- NHS England Equality and Health Inequalities Programme Board is looking at everything that NHS England does and how it can meet the law
 - Equality and Health Inequalities training for staff
 - Annual report for Equality
 - Section on Health Inequalities – part of the NHS England Annual report
 - Working with Strategic partners
 - NHS Citizens assembly



Scoring NHS England



EDS2 grades

- There are 3 grades
 - Red – undeveloped – organisation not doing well for all groups, or no evidence
 - Amber – developing – organisation doing well for some groups but not all
 - Green – achieving – organisation doing well for most groups

