

HINCHINGBROOKE HOSPITAL NHS TRUST

Equality Delivery System Grading Event November 2016

Introduction

The grading event was attended by a total of 18 voting participants:

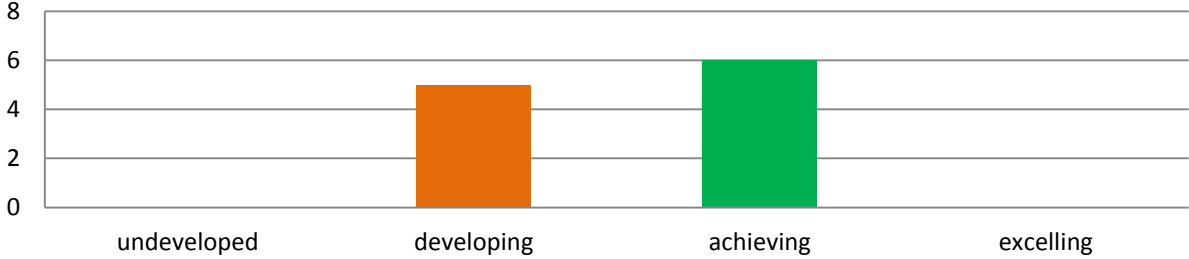
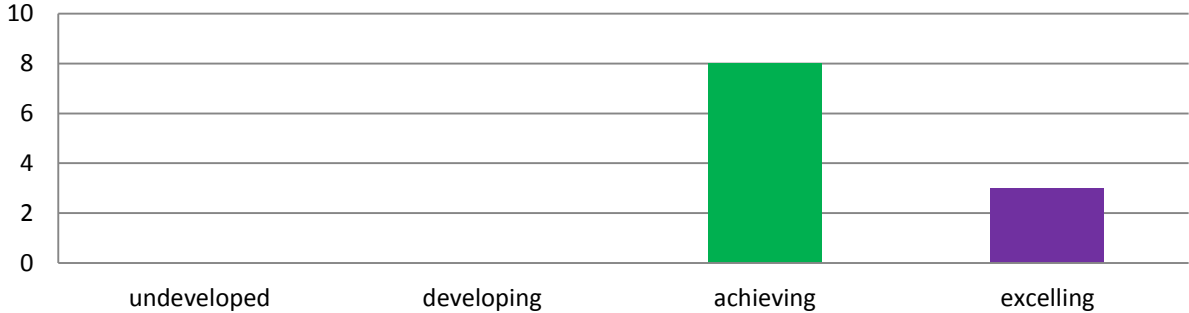
- 5 members of our Patient Experience Group
- 1 representative from the Cambridgeshire & Peterborough Clinical Commissioning Group (CCG)
- 11 staff members*
- 1 person who did not indicate their affiliation

*We recognise, however, that some of those staff members may also identify as being patients of the Trust.

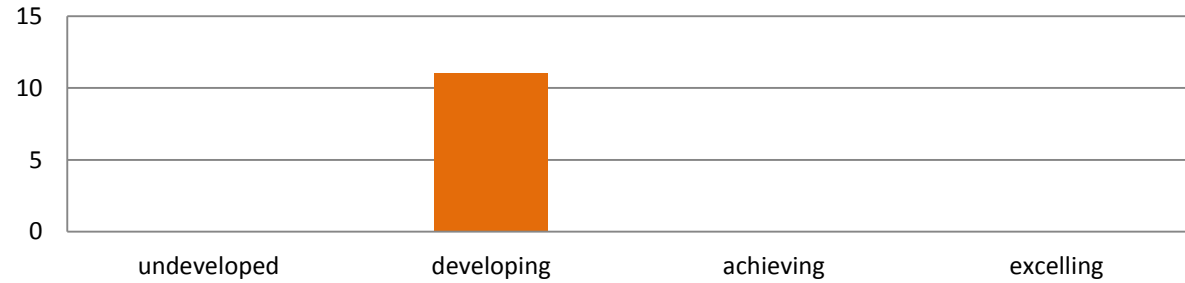
Some participants did not stay for the entire day, which is why the total number of votes fluctuates.

Participants were provided with documented evidence in advance of the day. On the day itself, a number of speakers illustrated our written evidence using examples and patient stories. They also answered questions from the audience, supported by the other staff members present.

Voting was conducted using a show of coloured cards.

VOTES / OUTCOME	SELF-RATING	FINAL RATING										
GOAL 1: Better health outcomes for all												
<p data-bbox="398 411 1301 480">1.1 Services are commissioned, procured, designed and delivered to meet the health needs of local communities</p>  <p>A bar chart with a vertical axis from 0 to 8. The horizontal axis has four categories: undeveloped, developing, achieving, and excelling. The 'developing' bar is orange and reaches 5. The 'achieving' bar is green and reaches 6. The other two categories have no bars.</p> <table border="1"> <thead> <tr> <th>Outcome</th> <th>Votes</th> </tr> </thead> <tbody> <tr> <td>undeveloped</td> <td>0</td> </tr> <tr> <td>developing</td> <td>5</td> </tr> <tr> <td>achieving</td> <td>6</td> </tr> <tr> <td>excelling</td> <td>0</td> </tr> </tbody> </table>	Outcome	Votes	undeveloped	0	developing	5	achieving	6	excelling	0	ACHIEVING	ACHIEVING
Outcome	Votes											
undeveloped	0											
developing	5											
achieving	6											
excelling	0											
<p data-bbox="367 865 1332 933">1.2 Individual people's health needs are assessed and met in appropriate and effective ways</p>  <p>A bar chart with a vertical axis from 0 to 10. The horizontal axis has four categories: undeveloped, developing, achieving, and excelling. The 'achieving' bar is green and reaches 8. The 'excelling' bar is purple and reaches 3. The other two categories have no bars.</p> <table border="1"> <thead> <tr> <th>Outcome</th> <th>Votes</th> </tr> </thead> <tbody> <tr> <td>undeveloped</td> <td>0</td> </tr> <tr> <td>developing</td> <td>0</td> </tr> <tr> <td>achieving</td> <td>8</td> </tr> <tr> <td>excelling</td> <td>3</td> </tr> </tbody> </table>	Outcome	Votes	undeveloped	0	developing	0	achieving	8	excelling	3	ACHIEVING	ACHIEVING
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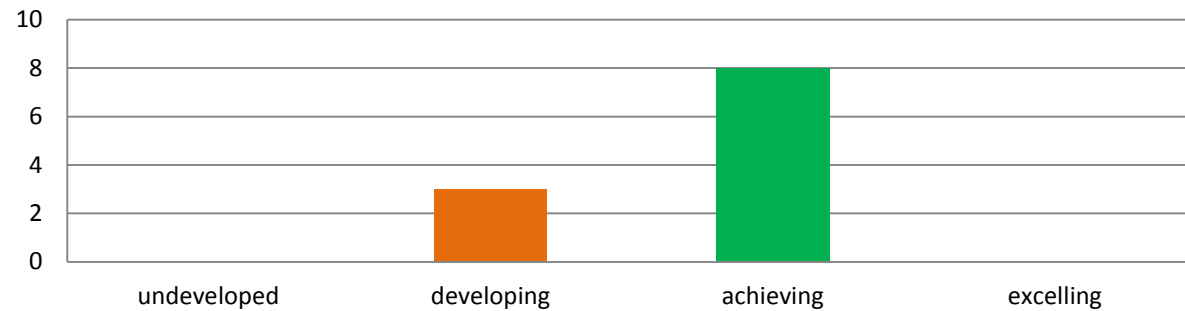
1.3 Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed



DEVELOPING

DEVELOPING

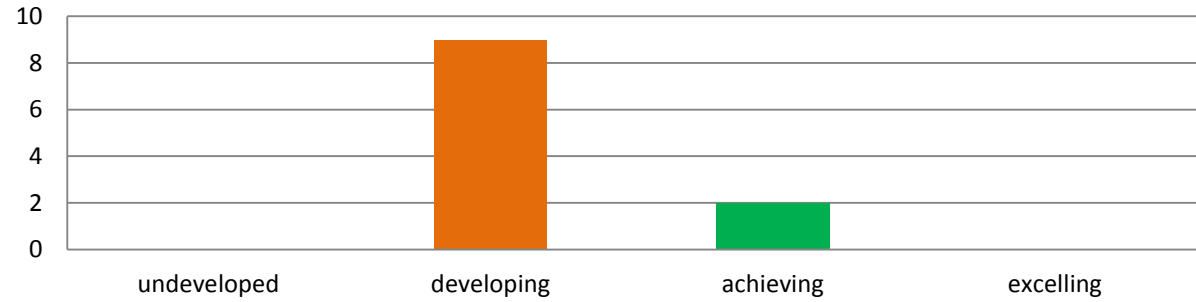
1.4 When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse



ACHIEVING

ACHIEVING

1.5 Screening, vaccination and other health promotion services reach and benefit all local communities

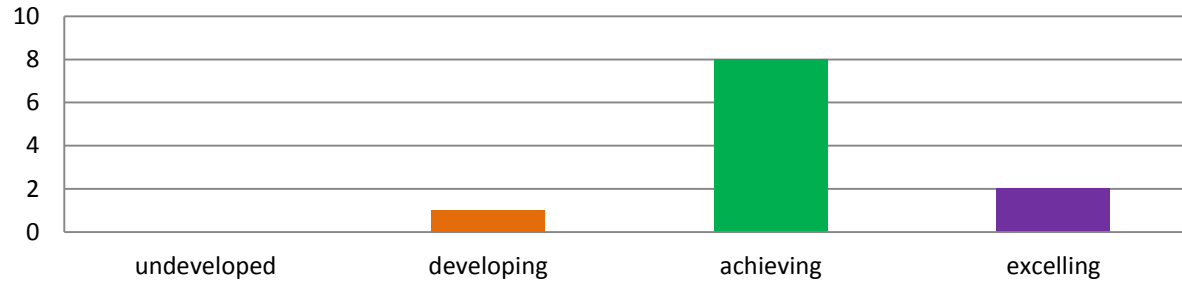


EXCELLING

DEVELOPING

GOAL 2: Improved patient access and experience

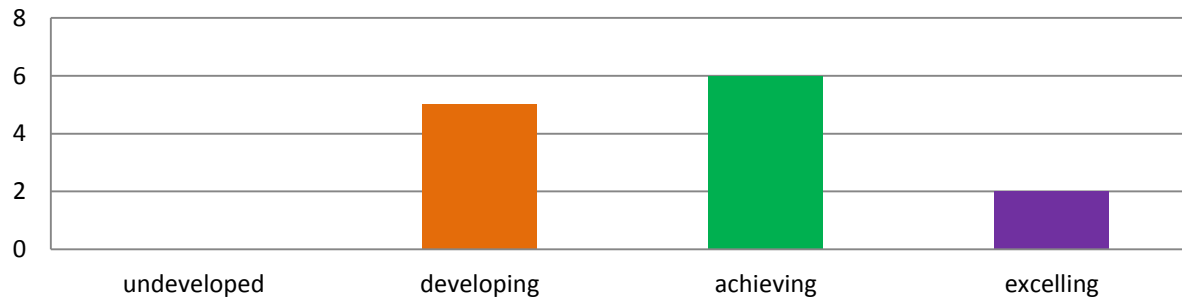
2.1 People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds



EXCELLING

ACHIEVING

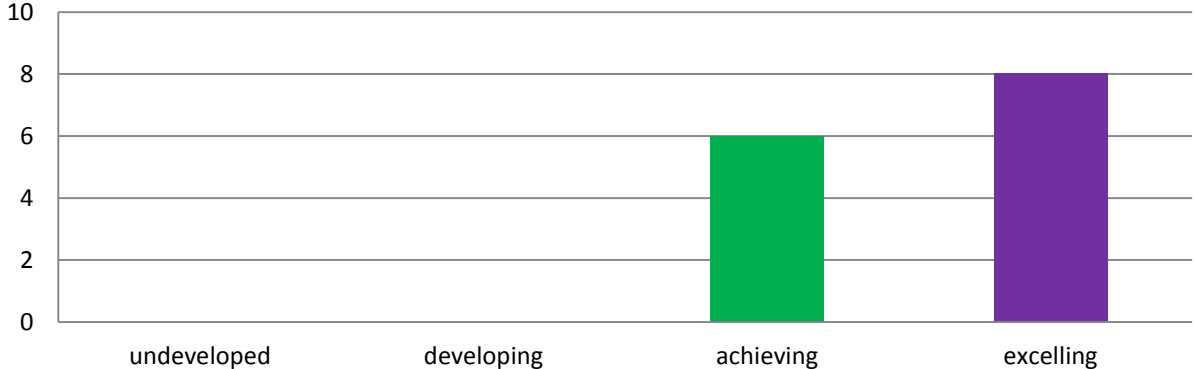
2.2 People are informed and supported to be as involved as they wish to be in decisions about their care



DEVELOPING

ACHIEVING

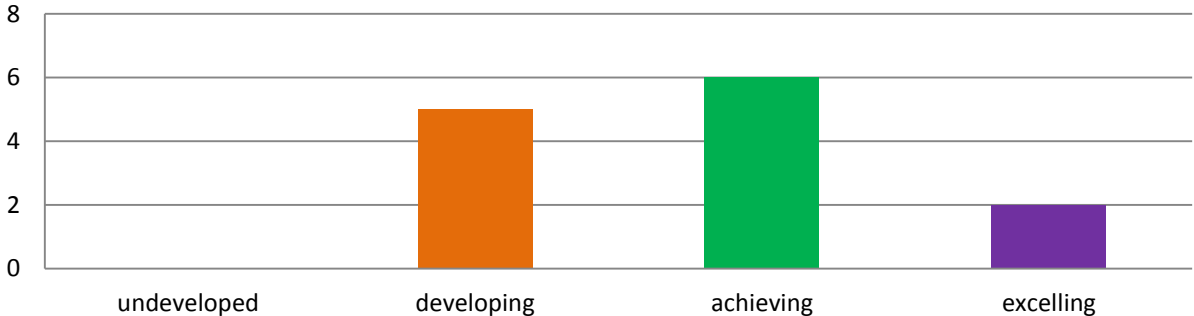
2.3 People report positive experiences of the NHS



EXCELLING

EXCELLING

2.4 People's complaints about services are handled respectfully and efficiently

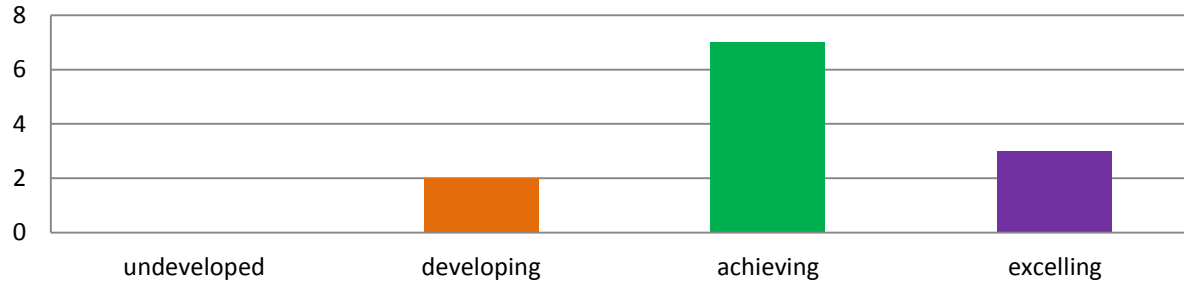


DEVELOPING

ACHIEVING

GOAL 3: a representative and supported workforce

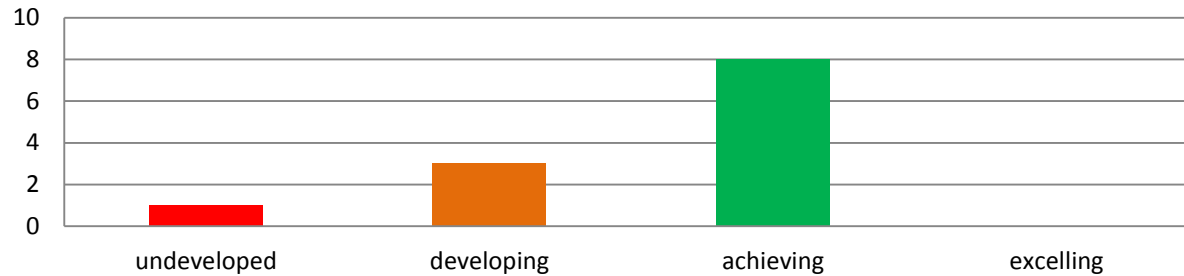
3.1 Fair NHS recruitment and selection processes lead to a more representative workforce at all levels



ACHIEVING

ACHIEVING

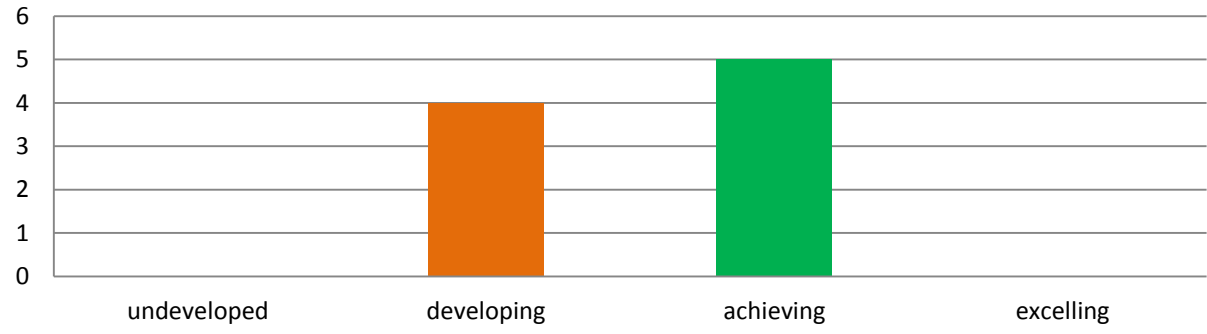
3.2 The NHS is committed to equal pay for work of equal value and expects employers to use equal pay audits to help fulfil their legal obligations



ACHIEVING

ACHIEVING

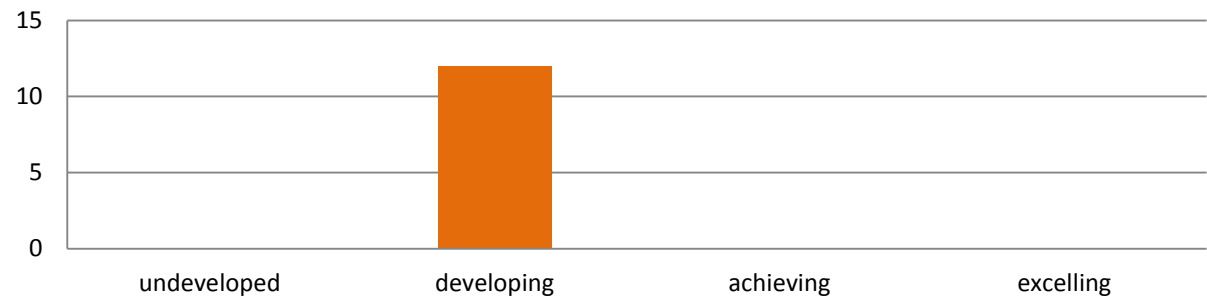
3.3 Training and development opportunities are taken up and positively evaluated by all staff



ACHIEVING

ACHIEVING

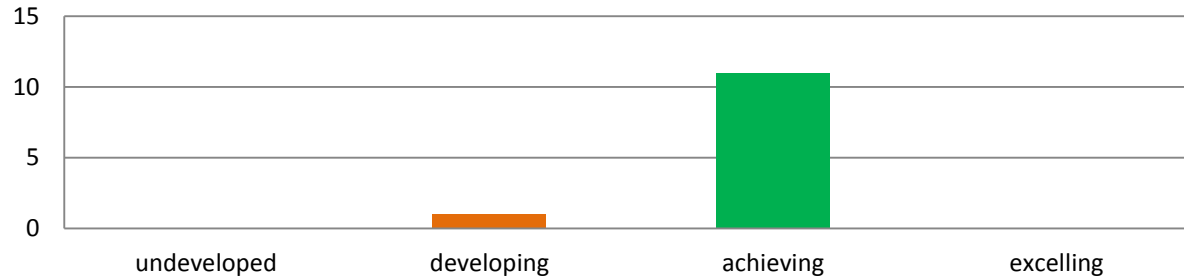
3.4 When at work, staff are free from abuse, harassment, bullying and violence from any source



DEVELOPING

DEVELOPING

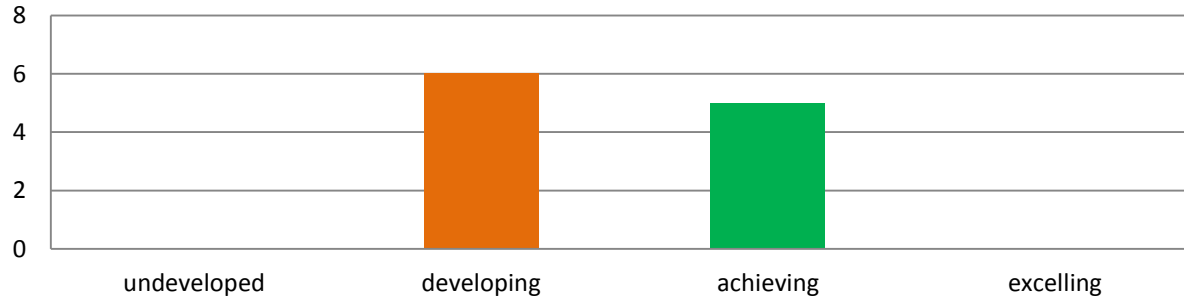
3.5 Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives



ACHIEVING

ACHIEVING

3.6 Staff report positive experiences of their membership of the workforce

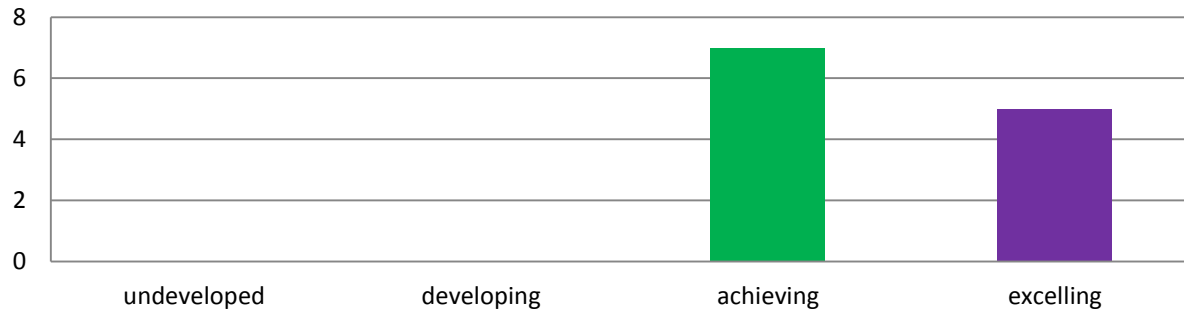


ACHIEVING

DEVELOPING

GOAL 4: Inclusive leadership

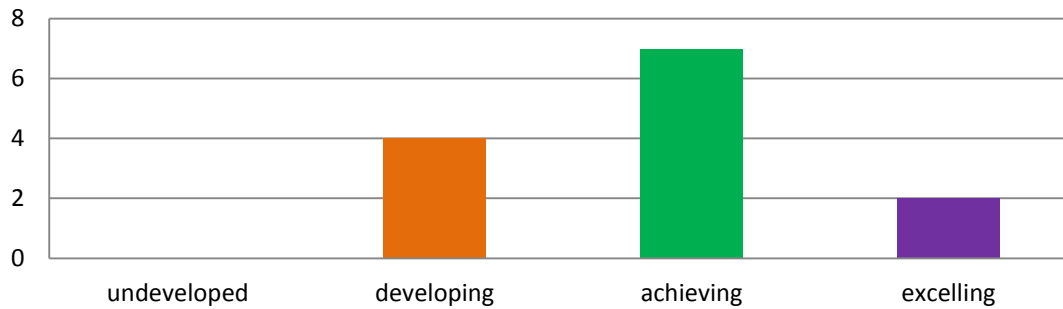
4.1 Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations



DEVELOPING

ACHIEVING

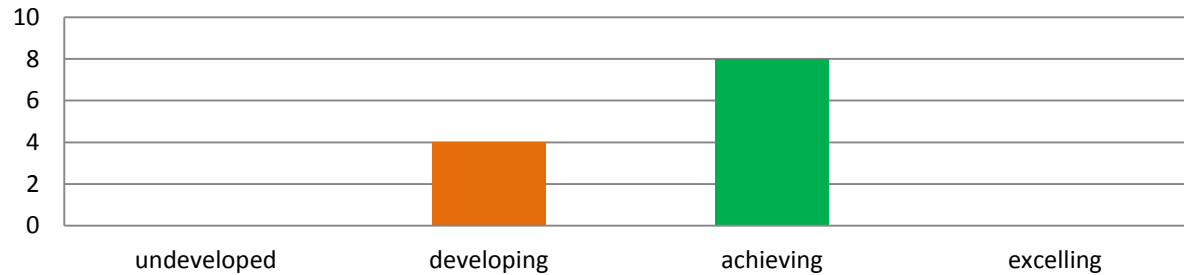
4.2 Papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are to be managed



DEVELOPING

ACHIEVING

4.3 Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination



ACHIEVING

ACHIEVING

Undeveloped	Developing
People from all protected groups fare poorly overall OR evidence is not available	People from only some protected groups fare as well as people overall
Achieving	Excelling
People from most protected groups fare as well as people overall	People from all protected groups fare as well as people overall

Feedback from participants

'It was a pleasure to be at your event. You have worked very hard to bring the Trust up to date with EDI agenda. Well done!' Soomitra Kawal, Cambridgeshire & Peterborough CCG.

'I found it interesting, sometimes very emotional but overall encouraging to hear that equality and diversity is firmly on the radar at the hospital.' Erika Brown, Huntingdonshire Society for the Blind.

In general, participants enjoyed the presentations, and found the patient stories compelling. They would, however, have liked to hear evidence from a broader range of departments, and to have had more time to ask questions.

They observed that the two staff-focussed goals (3 and 4), weren't discussed in detail.

Non-staff members who stayed for the grading of goals 3 and 4 struggled to form independent opinions. Those staff members who took part in the grading were from a relatively narrow demographic, in that most were managers.

Conclusions

In general, our final grades are the same as those we suggested following self-assessment.

Those outcomes that were graded more favourably than anticipated are:

- People are informed and supported to be as involved as they wish to be in decisions about their care
- People's complaints about services are handled respectfully and efficiently
- Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations

- 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

Those that were graded less favourably are:

- Screening, vaccination and other health promotion services reach and benefit all local communities
- People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds
- Staff report positive experiences of their membership of the workforce

These 3 outcomes will be revisited to determine whether the lower than expected grades are because we didn't provide sufficient evidence or were overly optimistic in our assessments.

Recommendations

Action plans to be developed for those outcomes graded as 'developing'.

Share identified examples of good practice.

Conduct grading of the patient-centred (1 & 2) and staff-centred (3 & 4) goals separately, and limit voting on the latter to staff members only.

Improve the diversity and representation of the participants.