

## East Lancashire Clinical Commissioning Group

### Equality Delivery System Public Grading Assessment 2015 Results Report

November 2015

#### 1: Introduction

The Equality Delivery System (EDS) is an NHS equalities framework tool which enables assessment of equality performance on the EDS outcomes for patients and staff.

EDS is the NHS equality performance framework mandated by NHS England in April 2015 and applies to all NHS commissioner organisations and their larger provider partners.

All organisations utilised the central elements of four goals, supported by 18 outcomes which are graded from undeveloped through to excelling.

The goals and outcomes relate to issues that matter to people who use and work in the NHS. Collating the evidence for EDS also supports the Clinical Commissioning Group (CCG) in meeting the Public Sector Equality Duties of the Equality Act 2010.

#### The four Equality Delivery System Goals are:

**Goal 1:** Better health outcomes

**Goal 2:** Improved patient access and experience

**Goal 3:** A representative and supported workforce

**Goal 4:** Inclusive leadership

The EDS grades are as follows:

#### **Undeveloped – Red**

Evidence shows that people from all protected groups fare poorly compared with people overall or evidence is not available

#### **Developing – Amber**

Evidence shows that people from only some protected groups fare as well as people overall

#### **Achieving – Green**

Evidence shows that people from most protected groups fare as well as people overall

#### **Excelling – Purple**

Evidence shows that people from all protected groups fare as well as people overall.

## 2: Purpose

This report provides an overview of the results of East Lancashire Clinical Commissioning Group (CCG) Equality Delivery System (EDS) public grading assessment carried out on evidence presented by the CCG on 19 October 2015 to local people.

The report allows the Governing Body to have a clear understanding of the current grading assessment against four goals of the Equality Delivery System (EDS), highlighting areas of achievement and areas for development, including actions and recommendations for improvement outcomes in 2016/17.

## 3. Equality Delivery System Grading Assessment 2015

The CCG undertook their annual EDS Grading Public Grading Assessment on Monday 19 October 2015, at East Lancashire CCG, Walshaw House, Nelson.

The stakeholders/graders attended the event from Lancashire BME Network, Understanding Autism, Carer's Link, Critical Friends Group, East Lancashire Deaf Society and Healthwatch Lancashire the invite to the event also went out to the East Lancashire CCG's membership scheme Patient Partners, which is now known as Connect and overall the event was widely representative of all of the protected groups.

The stakeholders graded/voted the CCG on the evidence presented at the public grading event by deciding which of the four grades (undeveloped, developing, achieving and excelling) they believe the CCG is attaining in "How well people from protected groups fare compared with people overall?". The Equality & Inclusion Business Partner from the Commissioning Support Unit supported the CCG in facilitating the event.

For 2015 the CCG focused on Goal 1: Better health outcomes and Goal 2 Improved patient access and experience and the EDS outcomes listed below:

<b>Goal 1: Better health outcomes</b>
<b>1.1:</b> Service are commissioned, procured, designed and delivered to meet the health needs of local communities
<b>1.2:</b> Individual people's health needs are assessed and met in appropriate and effective ways
<b>Goal 2: Improved patient access and experience</b>
<b>2.2:</b> People are informed and supported to be as involved as they wish to be in decisions about their care
<b>2.4:</b> People's complaints about services are handled respectfully and efficiently

CCG Staff presented the key work streams listed below as evidence for the CCG'S equality progress in 2015:

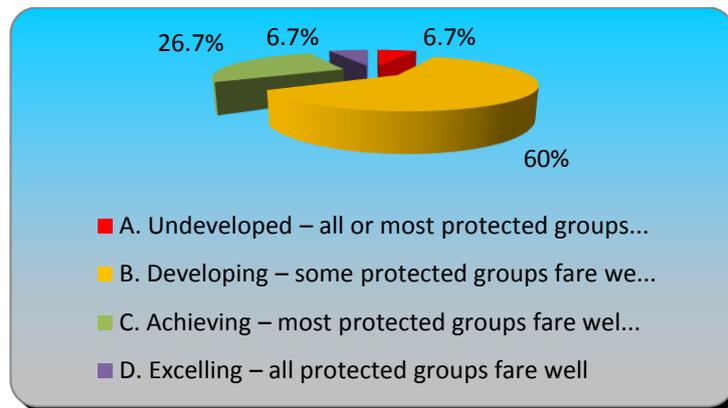
- Social Prescribing
- Primary Care Access Project

- Training on Lesbian, Gay, Bisexual and Trans (LGB&T) Issues with GP Practices in East Lancashire
- Hello My Name Is.....
- Communication and Engagement
- Quality and Performance

#### 4. Equality Delivery System Assessment Grading Result 2015

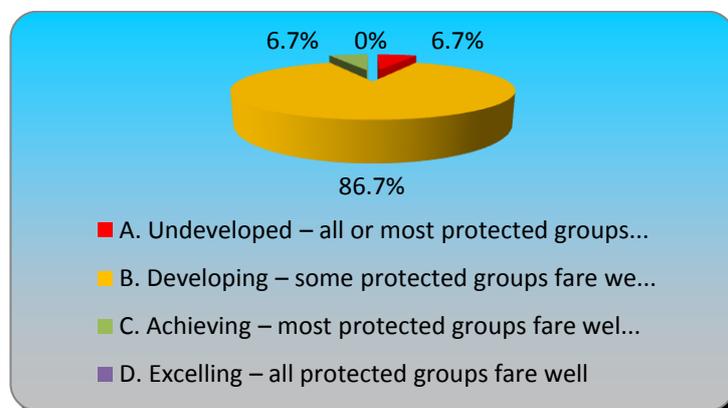
##### Goal 1: Better health outcomes

**Outcome 1.1:** Services are commissioned, procured, designed and delivered to meet the health needs of local communities



The majority of graders (60%) awarded **Developing** for this outcome. The graders felt that the CCG have a clear motivation to improve on this outcome. However, there was a great deal of data not supplied or known about the demographics of East Lancashire in relation to the protected groups. The graders feel that to improve on this outcome the CCG need to reach out to all of the protected groups within the community and consider all aspects for each of the protected groups.

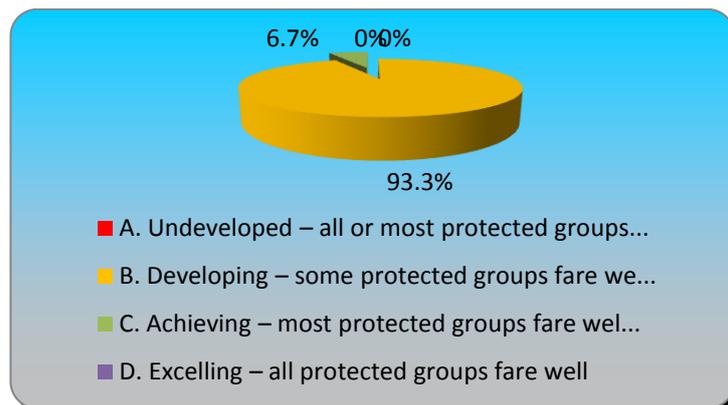
**Outcome 1.2:** Individual people’s health needs are assessed and met in appropriate and effective ways



Outcome 1.2 was graded as Developing with the majority of 86.7% but the graders felt the CCG could move to achieving if evidence was shown that the CCG has more of an awareness of the specific health inequalities and how these health inequalities affect the different protected characteristics. Also if the CCG had evidence of patient stories of how outcome 1.2 is being met, this would be a good way of showing how patient health needs are being assessed and met.

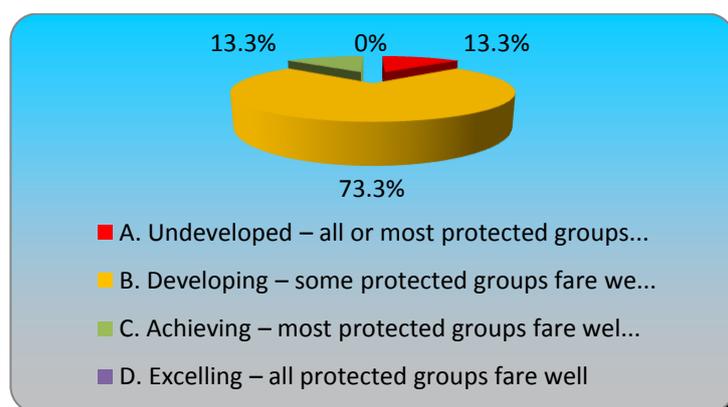
## Goal 2: Improved patient access and experience

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



The majority of graders felt that the CCG were developing on this outcome, they felt that overall ~~that~~ the CCG generally appeared to be doing well on this outcome; however there was not enough evidence to suggest ~~to~~ that the health needs, inequalities and overcoming barriers for each protected characteristic had been considered and the CCG would gain a grade of achieving if there was a breakdown of evidence to show how all the protected groups are supported to be as involved as they wish to be in decisions about their care.

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



The majority of graders awarded Developing for this outcome. Feedback from the graders included comments: Evidence of You Said, We Did, along with patient stories would have provided good evidence and would have helped towards an outcome of achieving. Also a breakdown of compliments and complaints by protected groups would provide good evidence for the EDS grading.

### **EDS Graders Evaluation comments:**

- Complaints procedure not accessible for deaf people as the literature can be complicated.
- Enjoyed that CCG staff provided presentation regarding their areas of knowledge
- Complaints procedures need to be assessed for a deaf person in terms of accessibility, especially for the initial contact.
- Would like more time to discuss with the graders, presentations were excellent and the work was impressive
- Provide more evidence, think that the CCG is probably excelling in many ways but the evidence was not shown
- The event and the presentations were excellent, more engagement work is needed with diverse groups and carers
- Continue with what you are doing as a CCG, it's a journey

For an overview of the EDS grading results see appendix 1 on page 7.

### **Summary**

The EDS grading assessment was performed as a verbal event with CCG staff presenting evidence by PowerPoint presentations and taking questions from the graders rather than the graders assessing and reading large files of hard copies. The reason the event was designed this way for 2015 was due to the fact that the CCG received feedback last year that there was too much evidence to read through and it was difficult to digest all the information/evidence in a day event.

The EDS grading event was well attended with 15 graders and the event had only 4 cancellations on the day, which is a significant improvement on the attendance at the 2014 grading event, the support from the Communications and Engagement Team was invaluable in facilitating the promotion of the event. The Feedback on the format of the event in relation to the way the evidence was presented by CCG staff being present was a noticeable improvement from the graders who attended last year's grading, but the grading reported that they would like to see more evidence in the form of patient stories and Equality Impact Assessments for future EDS grading events.

Those attending thought the CCG were doing well and could improve by demonstrating more clearly that the CCG "knows their patch" when it comes to equality groups and ensuring issues relating to patient diversity were brought more to the fore.

## **Recommendations:**

- Complaints procedure review in terms of accessibility for all patients to improve on outcome 2.4 for e.g. deaf community, people with learning disabilities or people whose first language is not English.
- Engagement is completed with the protected groups to improve on the voluntary sector groups attending the EDS public grading events.
- Specific engagement with all of the equality protected groups on any services being commissioned by the CCG.
- Effective equality monitoring is carried out on services and disaggregate compliments and complaints by protected groups.
- Equality Impact and Risk Assessments to be completed on all commissioned services and decommissioned work, policies and procedures, which would provide robust evidence to sit alongside of the presentations of how the CCG are considering the protected groups.
- Collate a breakdown of demographics of the local population related to the protected groups.
- Any video's YouTube clips on the CCG website need to be accessible to all for e.g. subtitles or BSL interpreter on the video clip.

## **Conclusion**

This report has set the results of the public and staff grading of the evidence presented for EDS grading and also sets out recommendations from the grading panel on how to move forward in 2016.

1. Acknowledge the content of the report and the outcomes of the public grading against the NHS Equality Delivery System outcomes in 2015.
2. Support the proposed next steps and recommendations set out by the graders for moving forward in 2016.

**Report prepared by; Midlands and Lancashire Commissioning Support Unit, Equality & Inclusion Team.**

## Appendix 1:

### The Goals and Outcomes of EDS2

These outcomes relate to issues that matter to people who use, and work in, the NHS

Objective	Narrative	Outcome	2012	2013	2014	2015
1. Better health outcomes	The NHS should achieve improvements in patient health, public health and patient safety for all, based on comprehensive evidence of needs and results	1.1 Services are commissioned, procured, designed and delivered to meet the health needs of local communities	Developing	Developing +	Achieving +	Developing
		1.2 Individual people's health needs are assessed and met in appropriate and effective ways	Developing	Developing	Developing +	Developing
		1.3 Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed	Developing	Developing -	Achieving +	Not graded in 2015
		1.4 When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse	Developing	Developing	Achieving +	Not graded in 2015
		1.5 Screening, vaccination and other health promotion services reach and benefit all local communities	Developing	New for 2014	Not graded in 2014	Not graded in 2015
2. Improved patient access and experience	The NHS should improve accessibility and information, and deliver the right services that are targeted, useful, useable and used in order to improve patient 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	Developing	Developing -	Achieving -	Not graded in 2015
		2.2 People are informed and supported to be as involved as they wish to be in decisions about their care	Developing	Achieving	Not graded in 2014	Developing
		2.3 People report positive experiences of the NHS	Developing	Developing +	Achieving -	Not graded in 2015
		2.4 People's complaints about services are handled respectfully and efficiently	Developing	Developing +	Developing +	Developing
3. A representative and supported workforce	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	3.1 Fair NHS recruitment and selection processes lead to a more representative workforce at all levels	Developing	Achieving	Excelling -	Not graded in 2015
		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	Excelling	Excelling -	Not graded in 2015
		3.3 Training and development opportunities are taken up and positively evaluated by all staff	Developing	Achieving	Excelling -	Not graded in 2015
		3.4 When at work, staff are free from abuse, harassment, bullying and violence from any source	Developing	Achieving	Achieving +	Not graded in 2015
		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	Achieving	Excelling	Not graded in 2015
		3.6 Staff report positive experiences of their membership of the workforce	Developing	Achieving -	Achieving +	Not graded in 2015

4. Inclusive leadership	NHS organisations should ensure that equality is everyone's business, and everyone is expected to take an active part, supported by the work of specialist equality leaders and champions	4.1 Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations	Developing	Developing +	Excelling -		Not graded in 2015
		4.2 Papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are managed	Developing	New for 2014	Staff grade A+	Public grade D+	Not graded in 2015
		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 +	Achieving		Not graded in 2015