

East Lancashire Clinical Commissioning Group

Equality Delivery System Public Grading Assessment 2016 Results Report

November 2016

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 CCG 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 7th November 2016 to local people and interest groups and in addition to last year, an online questionnaire was launched in September 2016

The EDS grading assessment comprised of two media

- a) A verbal event with CCG and key provider staff presenting evidence via PowerPoint presentations, supporting documentation, question and answers and an evaluation session. There was also an opportunity for delegates to provide feedback on the CCGs proposal to adopt the EDS2 four Goals as their Public Sector Equality Duty (PSED) Objectives for 2017 - 2020 and to recommend EDS outcomes for 2017
- b) An online questionnaire to provide an opportunity for wider stakeholder involvement. As the questionnaire was online information around the CCG equality work was provided via links to the webpage. Again there was also an opportunity for delegates to provide feedback on the CCGs proposal to adopt the EDS2 four Goals has there PSED Objectives for 2017 -2020 and to recommend EDS outcomes for 2017. It was felt that the questionnaire should include an “unsure” section as individuals did not have access to individuals who could respond to any queries or seeking clarification.

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 7th November 2016, at East Lancashire CCG, Walshaw House, Nelson.

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.

This year in addition to the grading event we also included an online questionnaire which was sent out to a wide range of stakeholders. Links were provided to the CCGs Equality webpage so interested parties had access to information (or information provided in an accessible format) to support their grading decisions.

A combined total of 26 individuals contributed to this year’s grading event. Stakeholders from both activities included:

- Staff
- Patients
- Voluntary and Community Sector
- Patient Groups
- Public Authorities

The CCG decided to grade the same outcomes as last year as we wished to monitor progress against last year's grading. The CCG focused on Goal 1: Better health outcomes and Goal 2 Improved patient access and experience and the EDS outcomes are listed below:

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

CCG Staff along with a range of partners and key provider staff presented a sample of work streams as evidence these were:

- Musculoskeletal (MSK) Services
- Integrated Neighbourhood Teams
- New Models of Care
- Social Prescribing
- Complaints Management
- Patients as Partners

4. Equality Delivery System Assessment Grading Result 2016

Goal 1: Better health outcomes

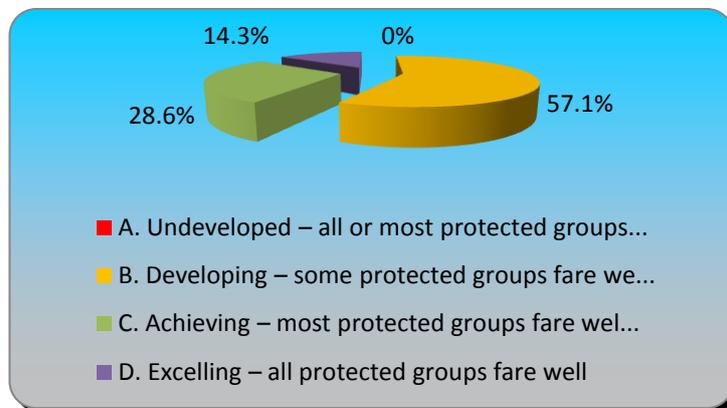
Outcome 1.1: Services are commissioned, procured, designed and delivered to meet the health needs of local communities

Event Results



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

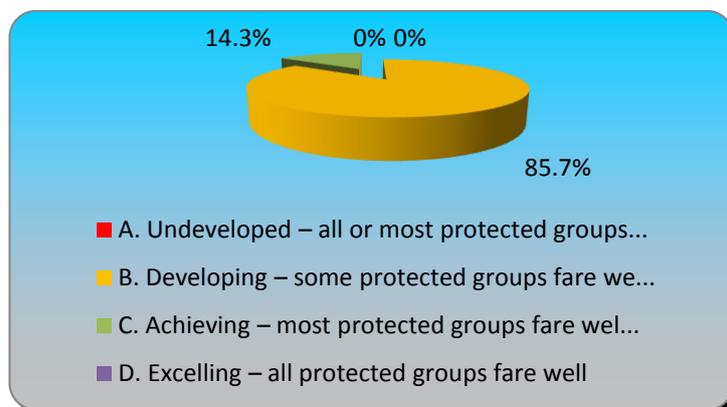
Event Results



Goal 2: Improved patient access and experience

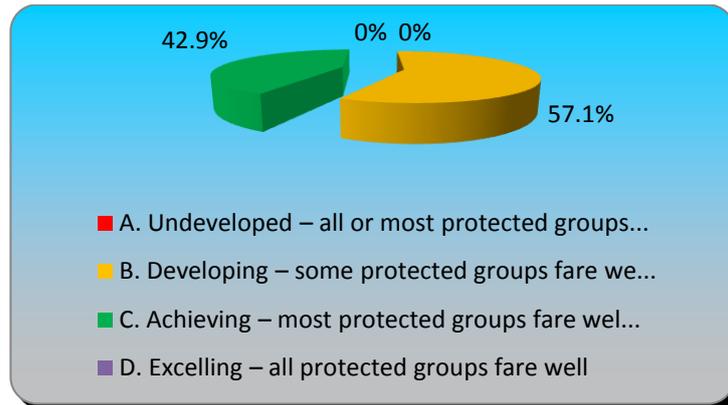
Outcome 2.2: People are informed and supported to be as involved as they wish to be in decisions about their care

Event Results



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

Event Results



As the selected outcomes for the 2016 grading event were the same as the previous years, we were able to compare results. For outcomes 1.2, 2.2 and 2.4, although there was no obvious movement from Developing to Achieving, the percentage figures show forward movement when compared to 2015 percentages.

Delegates Grading Results	2015				2016			
	Ex	Ach	Dev	Undev	Ex	Ach	Dev	Undev
Outcome 1.1	6.7%	60%	26.7%	6.7%	0%	0%	100%	0%
Outcome 1.2	0%	6.7%	86.7%	6.7%	14.3%	28.6%	57.1%	0%
Outcome 2.2	0%	6.7%	93.3%	0%	0%	14.3%	85.7	0%
Outcome 2.4	0%	13.3%	73.3%	13.3%	0%	42.9	57.1	0%

As mentioned, in addition to the grading event the CCG provided an online questionnaire which was sent to a range of stakeholders. Responses came from; Staff, Members of the Public, Patients and the Voluntary Community sector.

Questionnaire Grading Results	2016 Based on an average response of all 9 protected characteristics				
	Excelling	Achieving	Developing	Undeveloped	Unsure
Outcome 1.1	11.1%	27.8%	29.2%	0%	31.%
Outcome 1.2	17.8%	15.6%	40%	0%	26.6%
Outcome 2.2	20%	15.6%	40%	0%	24.4%
Outcome 2.4	0%	46.7%	20%	0%	33.3%

Feedback

The Feedback on the format of the event highlighted a noticeable improvement from the participants who attended last year's grading. The graders reported that they would like to see more evidence in the form of patient stories and Equality Impact Assessments for future EDS grading events.

The delegates' general feedback was that the CCG were performing well but there was room for improvement for example by identifying links between health inequalities and the protected characteristics, the EDS2 presentations could bench mark this data and demonstrate improvement around inclusivity and equality performance.

The only grade that received 100% agreement from participants was outcome 1.1. Delegates felt that the CCG was developing; though the feedback suggested that with evidence of measurable outcomes that were presented as statistics or KPI's a higher grading would have been given.

Another comment that fed through was that the presentation slides contained too much information and that a minimum level of detail on the slides (bullet points) accompanied with more audio narrative would be more beneficial.

It was recommended that presenters had access to a PA system as several delegates had difficulties in hearing some presentations.

EDS Graders Evaluation other comments included:

When asked how we could improve the event and performance delegates responded:

- Disaggregated and/or statistical data
- Take into account suggestions put forward
- A little longer for each presentation
- More online surveys to reach younger people
- Make sure staff are all on board with these issues
- Measure health inequalities

In response to a question on the feedback sheet most delegates found the event to be or felt they were:

- Listened to
- Felt valued
- Engaged
- Enjoyable
- Involved
- Interesting

When taking the combined averages from both events the CCG EDS grading for 2016 are as follows:

Goal 1: Better health outcomes	Grading Result 2016
1.1: Service are commissioned, procured, designed and delivered to meet the health needs of local communities	Developing
1.2: Individual people's health needs are assessed and met in appropriate and effective ways	Developing

Goal 2: Improved patient access and experience	
2.2: People are informed and supported to be as involved as they wish to be in decisions about their care	Developing
2.4: People's complaints about services are handled respectfully and efficiently	Achieving

As previously highlighted the question of 'East Lancashire are considering adopting the 4 EDS Goals as their CCGs Public Sector Equality Duty (PSED) Objectives for the period 2017 – 2020 would you agree or disagree?' was asked both at the event and within the online questionnaire.

Of those who responded to the above question all agreed the CCG should adopt the four EDS2 Goals as their 2017 – 2020 PSED Objectives.

Proposed EDS Outcomes for 2017

We asked delegates and responders to the questionnaire to identify priority outcome out of each four EDS Goals, the most popular choices being:

EDS2 Goals	EDS2 Outcome
Goal 1 Better Health Outcomes	1.3 Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed
	1.4 When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse
Objective 2 Improved patient access and experience	2.3 People report positive experiences of the NHS
Objective 3 A representative and supported workforce	3.3 Training and development opportunities are taken up and positively evaluated by all staff
Objective 4 Inclusive leadership	4.1 Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations

Conclusion

This report has set the results of the grading event and questionnaire as evidence for the overall EDS grading for 2016. It also sets out recommendations from the grading panel and responses from the questionnaire on how to move forward in 2017.

Recommendations

1. Acknowledge the content of the report and the outcomes of the public grading against the NHS Equality Delivery System outcomes.

2. Give consideration to the proposed next steps and recommendations set out by the participants for moving forward in 2017.
3. Give consideration to recommendations from participants in relation to agreeing PSED Objectives for 2017- 2020 and selecting EDS outcomes for 2017.

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

Appendix 1

East Lancashire CCG EDS Goals and Outcomes Grades

Goal	Outcome	2012	2013	2014	2015 Revised Grading	2016
1. Better health outcomes	1.1 Services are commissioned, procured, designed and delivered to meet the health needs of local communities	Developing	Developing +	Achieving +	Graded Developing	Graded Developing
	1.2 Individual people's health needs are assessed and met in appropriate and effective ways	Developing	Developing	Developing +	Graded Developing	Grading Developing
	1.3 Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed	Developing	Developing -	Achieving +		
	1.4 When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse	Developing	Developing	Achieving +		
	1.5 Screening, vaccination and other health promotion services reach and benefit all local communities	Developing	Revised outcome not graded	Revised outcome not previously graded	Revised outcome not previously graded	Revised outcome not previously graded
2. Improved patient access and experience	2.1 People, carers and communities can readily access hospital, community health or	Developing	Developing -	Achieving -		

	primary care services and should not be denied access on unreasonable grounds					
	2.2 People are informed and supported to be as involved as they wish to be in decisions about their care	Developing	Achieving	Carried over from 2013 Achieving	Graded Developing	Graded Developing
	2.3 People report positive experiences of the NHS	Developing	Developing +	Achieving -		
	2.4 People's complaints about services are handled respectfully and efficiently	Developing	Developing +	Developing +	Graded Developing	Graded Achieving
3. A representative and supported workforce	3.1 Fair NHS recruitment and selection processes lead to a more representative workforce at all levels	Developing	Achieving	Excelling -		
	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 -		
	3.3 Training and development opportunities are taken up and positively evaluated by all staff	Developing	Achieving	Excelling -		
	3.4 When at work, staff are free from abuse, harassment, bullying and violence from any source	Developing	Achieving	Achieving +		
	3.5 Flexible working options are	Developing	Achieving	Excelling		

	available to all staff consistent with the needs of the service and the way people lead their lives					
	3.6 Staff report positive experiences of their membership of the workforce	Developing	Achieving -	Achieving +		
4. Inclusive Leadership	4.1 Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations	Developing	Developing +	Excelling -		
	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	Revised outcome for 2014 Not	Staff Grade A+	Developing	
	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		