



**East Lancashire  
Clinical Commissioning Group**  
*Led by clinicians, accountable to local people*

# East Lancashire Clinical Commissioning Group: Equality & Inclusion Annual Report



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## Foreword

We are pleased to present our first Equality and Inclusion Annual Report for East Lancashire Clinical Commissioning Group. This document sets out how the CCG is meeting our commitment to taking equality, diversity and human rights into account in everything we do whether that's commissioning services, employing people, developing policies, communicating with or engaging local people in our work.

**The CCG is committed to putting the patient at the heart of what we do; through effective engagement and involvement of local people in decision making, buying healthcare to meet the identified needs of the population of East Lancashire, improving health outcomes and eliminating health inequalities**

The Clinical Commissioning Group has a designated Board level lead that is responsible for ensuring the Governing Body consider Equality, Diversity and Human Rights. The Board level lead is supported by an external source providing high level experience, knowledge and skills on a shared basis with other local Clinical Commissioning Groups.

The people in our community are the experts of their own conditions, their personal characteristics or the needs of the people they care for. Empowering patients and the public to become our partners within the new landscape as we move forward will ensure a world class service for all.

The CCG will also involve local people in the continuing development and monitoring of this strategy to ensure that we buy the right health care services, reduce health inequalities and provide well trained staff to deliver services and ensure our providers meet the equality duties set out in the Equality Act 2010 and promote people's rights.



**Dr Mike Ions**  
**Accountable Officer**



**Dr Di Van Ruitenbeek**  
**CCG Chair**

## Introduction and Aims of the Report

This is the Clinical Commissioning Groups (CCG) first annual Equality & Inclusion Report. The report will set out how the CCG has been demonstrating 'due regard' to the Public Sector Equality Duty's three aims and will provide evidence for meeting the specific equality duty, which requires all public sector organisations to publish their equality information annually.

***“We will make equality core to our business planning”***

This means that the CCG has given detailed consideration to issues of equality and discrimination before making any policy decision. That is an essential requirement that is seen as an integral and important part of the mechanisms for ensuring the fulfilment of the aims of anti-discrimination legislation set out in the Equality Act 2010 and the Human Rights Act 1998.

## Commissioning Intentions

The Clinical Commissioning Group (CCG) buys a range of health care to meet the needs of the people of East Lancashire. The CCG develops plans every year setting out what it will buy these are called the Commissioning Intentions.

Commissioning Intentions form part of the annual planning cycle which commences development in the summer and finishes with agreed and signed contracts with providers by the 31st March of the following year. The major part of the planning cycle is the development of an integrated plan which responds to the requirements of the NHS Operating Framework which is published each year.

The CCG considers equality information, including health data provided by Public Health, England on health inequalities when developing its commissioning plans, undertaking service design and redesign, equality analysis and strategic developments. Equality analyses are being carried out as part of the development of the 2014/15 Commissioning Intentions to ensure that equality is at the heart of the process.

## Our Population

East Lancashire CCG comprises the five boroughs of Burnley, Hyndburn, Pendle, the Ribble Valley (excluding Longridge), and Rossendale.

The population the CCG serves is estimated at 371,443 people from diverse backgrounds. The population is an ageing population in the sense that the numbers of people over 75 years has increased and is projected to continue to do so. At the same time, the numbers of children and young people in the population is higher than average, this means that the CCG will need to consider both ends of the age spectrum, when buying health services. The south Asian ethnic community makes up over 11% of the registered population and has a much younger age structure than the white British community.

### Health status

Life expectancy in East Lancashire has improved, but there are wide health inequalities within our CCG area, and between the East Lancashire region and the national figure. These inequalities are a result of relatively high early death rates from the “big killers”, CVD, cancers and respiratory disease, but also by a small number of deaths occurring at a markedly young age e.g. accidents, chronic liver disease, suicides and infant deaths. Early deaths from cancer, in particular, make an important contribution to overall early death rates, and there is evidence that the local premature cancer death rate has increased over recent years.

**'Improving the health and wellbeing outcomes for patients and the local population shall be our central goal.'**

Our 'Strategic Plan 2013 – 2018' sets out our assessment of where we are now based on what we know about our local population, we firmly believe that the 'NHS belongs to the people' and in partnership with you we will focus on equality, integration, compassion and care, genuine patient engagement and tackling health inequalities across East Lancashire.

## Compliance with the Public Sector Equality Duty

The CCG has worked to show due regard to the aims of the Public Sector General Equality Duty as set out in the Equality Act as set out below:

<b>Aim 1</b>	<b>Eliminate unlawful discrimination, harassment and victimisation</b>
<b>Aim 2</b>	<b>Advance equality of opportunity between different groups</b>
<b>Aim 3</b>	<b>Foster good relations between different groups</b>

This means that the CCG must work to prevent discrimination, harassment and victimisation from happening in the first place, take steps to meet the health needs of people with certain protected characteristics as set out in the Equality Act 2010 e.g. age, disability, gender reassignment, religion and belief, sexual orientation, sex, race, pregnancy and maternity, marriage and civil partnership, where these differ from the needs of the wider population and encourage people with certain protected characteristics to participate in public life or decisions making where their participation is disproportionately low.

The CCG has adopted the NHS Equality Delivery System (EDS) as its performance management tool which allows the CCG to demonstrate to local people how the CCG is meeting the three aims of the Equality Duty by ensuring that employees consider equality and human rights when undertaking their work.

The EDS grading against the 4 EDS goals provides the Clinical Commissioning Group Governing Body with an assurance mechanism for compliance with the Equality Act 2010 and enables local people to co-design the Clinical Commissioning Groups equality objectives to ensure improvements in the experiences of patients, carers, employees and local people.

During October 2012 whilst in shadow form, the CCG undertook a self-assessment against the 4 goals and 16 outcomes. Over the past twelve months the CCG has produced further evidence for a self-assessment which was graded by local people and employees in October 2013. Grading will take place annually to ensure progress against our objectives and aims.

### The four EDS goals are:

1. Better health outcomes for all
2. Improved patient access and experience
3. Empowered, engaged and included staff
4. Inclusive leadership at all levels

### The grades for EDS are as follows:

**Undeveloped – Red**  
**Developing – Amber**  
**Achieving – Green**  
**Excelling – Purple**

The CCG has adopted the Pre-PEAR Toolkit which provides a framework for undertaking equality analysis; privacy impact assessments and human rights screening which enables the CCG to show due regards to the three aims of the general equality duty.

Commissioning staff are currently developing their commissioning intentions and are undertaking engagement and equality analysis and human rights screening as part of the development process.

## Meeting Statutory Human Rights Requirements

The Human Rights Act 1998 sets out a range of rights which have implications for the way the CCG buys services and manages our workforce. In practice this means that we must:

- Act compatibly with the rights contained in the Human Rights Act in everything we do
- Recognise that anyone who is a 'victim' under the Human Rights Act can bring a claim against the CCG (in a UK court, tribunal, hearing or complaints procedure)
- Wherever possible existing laws, guidance and directives that the CCG as a public body deals with, must be interpreted and applied in a way that fits with the rights in the Human Rights Act 1998.

***The NHS is founded on a common set of principles and values that bind together the communities and people it serves***

The CCG is committed to promoting and protecting the rights of people living in East Lancashire when undertaking decision making. In 2013 the CCG carried out human rights screening as part of the planning process for the development of its annual commissioning intentions and has undertaken screening on its decision making, including commissioning and decommissioning and service redesign programmes.

The CCG is supported by the Equality & Inclusion Team at the Commissioning Support Unit (CSU) who provide specialist support to CCG staff undertaking human rights screening.

Staff from the CCG have also attended training provided by the Equality & Inclusion Team during 2013, to ensure that they understand their roles in promoting and protecting people's human rights and are able to effectively undertake human rights screening.

## Meeting our Equality Pledges

<b>Pledge 1</b>	Ensure we talk to local people across East Lancashire from a range of protected groups, to involve them as much as possible in our decision making processes.
<b>Progress in 2013</b>	<p>The CCG has held several listening events throughout the year offering patients and their families, cares and members of the public the opportunity to share their experiences of NHS services locally and to influence service development.</p> <p>One example was the Rossendale Locality Listening Event which was attended by local people who were asked to give their views across three main themes which were identified with the objective of patients giving their comments in relation to services at either a Rossendale locality, East Lancashire or wider perspective and were as follows:-</p> <ul style="list-style-type: none"> <li>a) What do you think is good / working well</li> <li>b) What areas of improvement are there</li> <li>c) What do you think works less well / needs improving</li> </ul> <p>The above three themes were subdivided into further sections with the opportunity to express comments across any of the following:-</p> <ul style="list-style-type: none"> <li>a) GP Services</li> <li>b) Dental, Optical or Pharmacy</li> <li>c) Burnley Hospital</li> <li>d) Blackburn Hospital</li> <li>e) Community Services</li> <li>f) Mental Health</li> </ul> <p>Local people were also involved in grading the CCG against the NHS Equality Delivery System in October 2013.</p>
<b>Pledge 2</b>	Ensure that all policies and processes carried out by the CCG or on behalf of the CCG are based on a robust review of equality information and are based on the needs of the all the people we serve.
<b>Progress in 2013</b>	The CCG utilises a range of information including the Joint Strategic Needs Assessment (JSNA) and public health profiles amongst a few. The CCG has also adopted the Pre-PEAR Toolkit which provides a framework to support the CCG in undertaking equality analysis and human rights screening of all decisions including what health care to buy or not to buy (Commissioning Intentions). CCG staff have used the toolkit to undertake equality analysis on a number of work programmes during 2013 e.g. Chronic Pain Management service redesign & Respiratory Service Redesign.

<b>Pledge 3</b>	Ensure all staff including Governing Body members undertake equality, diversity and human rights training & development at a level related to their role.				
<b>Progress In 2013</b>	<p>Equality training is provided for all staff of the CCG, this is provided in a range of ways to ensure all staff receive the training they require e.g. mandatory equality training utilising the Skills for Health e-learning modules;</p> <table border="1" data-bbox="376 528 1391 1626"> <thead> <tr> <th data-bbox="376 551 887 584"><b>Overview</b></th> <th data-bbox="887 551 1391 584"><b>Assessment</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="376 618 887 920"> <p>This course provides the broad based-knowledge of Equality &amp; Diversity needed by all staff working in the health sector today.</p> <p>It is made up two sections with 8 modules in total including:</p> <p><b>Module 1:</b> General awareness</p> <p><b>Module 2:</b> Age</p> <p><b>Module 3:</b> Disability</p> <p><b>Module 4:</b> Gender and gender reassignment</p> <p><b>Module 5:</b> Race &amp; ethnicity</p> <p><b>Module 6:</b> Religion &amp; belief</p> <p><b>Module 7:</b> Sexual orientation</p> <p><b>Module 8:</b> Pregnancy and maternity.</p> </td> <td data-bbox="887 618 1391 1626"> <p>Each module is followed by an assessment with a pass mark of 70%. Progress can be tracked by managers for internal audits and learners can keep a certificate of completion for CPD.</p> <p><b>Accreditations &amp; Endorsements</b></p> <p>The course was initially developed by the e-learning development team in Liverpool Community Health Trust, commissioned by NHS North West. The material in the course has since been revised for national use with the support of Skills for Health and E-Learning for Health.</p> <p><b>Duration:</b> 2 hours 30 minutes approx. Board training took place in December 2013 and additional enhance training for managers.</p> </td> </tr> </tbody> </table>	<b>Overview</b>	<b>Assessment</b>	<p>This course provides the broad based-knowledge of Equality &amp; Diversity needed by all staff working in the health sector today.</p> <p>It is made up two sections with 8 modules in total including:</p> <p><b>Module 1:</b> General awareness</p> <p><b>Module 2:</b> Age</p> <p><b>Module 3:</b> Disability</p> <p><b>Module 4:</b> Gender and gender reassignment</p> <p><b>Module 5:</b> Race &amp; ethnicity</p> <p><b>Module 6:</b> Religion &amp; belief</p> <p><b>Module 7:</b> Sexual orientation</p> <p><b>Module 8:</b> Pregnancy and maternity.</p>	<p>Each module is followed by an assessment with a pass mark of 70%. Progress can be tracked by managers for internal audits and learners can keep a certificate of completion for CPD.</p> <p><b>Accreditations &amp; Endorsements</b></p> <p>The course was initially developed by the e-learning development team in Liverpool Community Health Trust, commissioned by NHS North West. The material in the course has since been revised for national use with the support of Skills for Health and E-Learning for Health.</p> <p><b>Duration:</b> 2 hours 30 minutes approx. Board training took place in December 2013 and additional enhance training for managers.</p>
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<b>Pledge 4</b>	Use the NHS Equality Delivery System (EDS) to inform local people of how the CCG is performing and ensure that any health care providers commissioned by the CCG are also using EDS.				
<b>Progress in 2013</b>	The CCG uses the published EDS outcomes to monitor its performance and outcomes of both the CCGs processes and that of their providers. An annual review by patients and public/residents is carried out every October the results of the 2013 grading can be found on page 14.				

## Outcomes of our Equality Objectives

East Lancashire Clinical Commissioning Group prepared and published its equality objectives in October 2012 whilst in shadow form. These objectives further the aims of the general equality duty, and will be refreshed annually following the grading of the CCG against the four goals of the Equality Delivery System and revised every four years. (See the action plan on page 16 for the annual progress report).

## Engagement with Local People

The CCG wants to actively involve local people in decision making to support this across the organisation it has put in place a Communication and Engagement Strategy which will work in partnership with the Equality Strategy. The CCG will also engagement with local people and staff when undertaking its annual review of performance and outcome delivery against the four goals of the Equality Delivery System, this engagement will inform the CCG on its performance and will form part of the annual reporting mechanisms.

The CCG is also embedding engagement and involvement in to its commissioning processes through its 'Listening Events' e.g. the Rossendale Locality Listening Event which was attended by local people who were asked to give their views across three main themes which were identified with the objective of patients giving their comments in relation to services at either a Rossendale locality, East Lancashire or wider perspective and were as follows:-

- a) What do you think is good / working well
- b) What areas of improvement are there
- c) What do you think works less well / needs improving

**The CCG firmly believes that the 'NHS belongs to the people' and in partnership with you we will focus on equality, integration, compassion and care, genuine patient engagement and tackling health inequalities across East Lancashire.**

## Monitoring our NHS Healthcare Providers

The CCG through its contracts with providers ensures that those providers' organisations are compliant with Equality legislation. All the NHS providers which the CCG contracts with undertake the annual equality performance review using the NHS Equality Delivery System (EDS).

NHS Provider	Equality Objectives	Published Equality Information in 2013	Undertaken EDS Grading 2013/14
East Lancashire Hospital Trust	✓	✓	✓
Lancashire Care Foundation Trust	✓	✓	✓
Calderstones Partnership NHS Foundation Trust	✓	✓	Due early 2014



## The Way Forward

The CCG is a newly formed organisation and this annual report has looked at its progress in embedding Equality and Human Rights at the heart of everything the CCG does as set out below:



The CCG has embedded Equality and Human Rights into its decision making processes and the Service Redesign Team supporting the CCG have built it into the Project Management Tool. This ensures that the CCG considers both equality and human rights when undertaking decisions on what health care to buy and what services it might change to meet local people's needs.

Over the last nine months the CCG has undergone grading by local people against the NHS Equality Delivery System (version 1), which highlighted a number of areas where the CCG was achieving, but it also highlighted areas for development and it is these areas which the CCG will be focusing on in 2014/15.

To do this work the CCG will utilise EDS version 2 published by NHS England in November 2013, as the toolkit for grading. The table on page 13 maps the CCGs EDS version1 grading to the new grading outcomes on version 2:

EDS Goals	EDS Outcomes	CCGs results 2013
Better health outcomes	1.1 Services 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
	1.3 Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed	Developing -
	1.4 When people use NHS service their safety is prioritised and they are free from mistakes, mistreatment and abuse	Developing
	1.5 Screening, vaccination and other health promotion services reach and benefit all local communities	New for 2014
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	Developing+
	2.2 People are informed and supported to be as involved as they wish to be in decisions about their care	Achieving
	2.3 People report positive experiences of the NHS	Developing+
	2.4 People's complaints about services are handled respectfully and efficiently	Developing+
A representative and supported workforce	3.1 Fair NHS recruitment and selection processes lead to a more representative workforce at all levels	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	Excelling
	3.3 training and development opportunities are taken up and positively evaluated by all staff	Achieving
	3.4 When at work, staff are free from abuse, harassment, bullying and violence from any source	Achieving
	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
	3.6 Staff report positive experiences of their membership of the workforce	Achieving -
Inclusive leadership	4.1 Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations	Developing+
	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	New for 2014
	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+

## Conclusion

The CCG was established as a statutory body on the 1<sup>st</sup> of April 2013 as set out in the Health and Social Care Act 2012, this meant that the CCG is responsible for showing 'due regard' to the Public Sector Equality Duty as set out in section 149 of the Equality Act 2010. Prior to 1<sup>st</sup> April 2013 the CCG had been in shadow form and during the shadow period, set out its vision around Equality & Inclusion in its Equality, Diversity and Human Rights Strategy, which was refreshed following the EDS grading outcomes of 2013.

The CCG undertook a self-assessment against the 4 goals of the Equality Delivery System in October 2012. At the time the CCG graded itself as 'Developing' against 16 outcomes considered across the four goals.

The grading was then redone in October 2013 and this was carried out by local people and employees (the panel) of the CCG on evidence gathered in the 12months since the self-assessment. This grading confirmed that 9 of the 16 outcomes graded as 'Developing' at self-assessment were still at 'Developing' although there was a consensus across the graders that they could see progress in all 9 areas. 6 of the outcomes that were 'Developing' at self-assessment were graded by the panel at 'Achieving' and one outcome went from 'Developing' to 'Excelling'.

The CCG's Senior Management Team and Governing Body are encouraged by this positive outcome from the first grading by the panel and are committed to continuous development against all 4 goals.

There were some developmental areas for the CCG in relation to the grading, as this was the first time that employees and local people had been involved in this type of assessment and there are plans in place to ensure that the evidence collection and grading are much smoother in 2014.

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**Role:** Head of Equality & Inclusion NHS Staffordshire and Lancashire  
Commissioning Support Unit

**Date:** December 2013

## Equality Objectives Action Plan Progress Report

Equality Objectives	EDS Goals	Actions	Measurable Outcomes	Progress Report	RAG
<p><b>Objective 1</b>  <b>To demonstrate a year on year improvement against the 18 deliverables of the Equality Delivery System</b></p>	<p>All Goals</p>	<ul style="list-style-type: none"> <li>Gather evidence annually and present before local interest grading panels</li> <li>Develop an action plan to support annual improvements across all outcomes to ensure the CCG is moving towards 'excelling'.</li> <li>Develop clear role descriptions for CCG lead and governance structure for reporting Equality &amp; Inclusion within the CCG</li> <li>To ensure the Executive and Clinical Leads and the Governing Body have the right knowledge and competencies to effectively lead on this agenda</li> <li>Ensure 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</li> </ul>	<ul style="list-style-type: none"> <li>Evidence is gathered into EDS template</li> <li>Evidence is graded annually and reported in EDS Report to the CCG Governing Body</li> <li>The Executive Lead for Equality promotes EDS as the performance toolkit of choice.</li> <li>Clear role descriptions and governance structure in place</li> <li>Development for the Executive and Clinical Lead is provided in line with the NHS Competency Framework</li> <li>Board development is delivered and board members can demonstrate how they are using the information to inform their decision making</li> </ul>	<p>Grading in 2013 for all four goals has been carried out and two grading panels met on 22<sup>nd</sup> October to review the evidence.</p> <p>The EDS report will be shared with the CCG Governing Body in November 2013 and will be published on the CCG website by 31<sup>st</sup> January 2014 as part of its requirement to meet the Specific Equality Duty</p> <p>The Governing Body will undertake a development session 16<sup>th</sup> December 2013</p> <p>Staff Briefings and staff training provided during 2013 at all levels.</p> <p>Governing Body has received E&amp;I updates</p>	<p><b>RAG</b></p>

<p><b>Objective 2</b></p> <p><b>Make information more accessible to better meet the needs of local people accessing services with language and literacy issues and sensory needs</b></p>	<p>Goal 2 Improved patient access and experience</p>	<ul style="list-style-type: none"> <li>• CCG will ensure that all information it produces is accessible and can be produced in alternative formats</li> <li>• CCG to work with local community groups, Health Watch, Community and Voluntary Sector organisations, patient experience groups to ensure that patients across East Lancashire are involved in making information more accessible e.g. British Sign Language (BSL) DVDs, audio information etc.</li> <li>• CCG utilises a range of media to inform patients and people of East Lancashire of health services e.g. radio, talking newspapers, social media etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Attendance of CSU Equality lead at CCG committees or receipt of reports at sub-committees to provide advice/support and updates regarding compliance</li> <li>• Health information has been provided in alternative formats and in accessible formats</li> <li>• Complaints from patients regarding access to services and accessible information are recorded by providers.</li> <li>• The CCG through its Quality and Performance reviews have worked with their provider &amp; patients/community groups to improve outcomes</li> </ul>	<p>The CCG has in place a contract with Language Support Services to ensure that any engagement it carries out will be accessible.</p>	
<p><b>Objective 3</b></p> <p><b>Develop the knowledge, skills and competencies regarding grading EDS of local interests across the county</b></p>	<p>All Goals</p>	<ul style="list-style-type: none"> <li>• Offer training to people across East Lancashire on the Equality Delivery System to support them to act as graders.</li> </ul>	<ul style="list-style-type: none"> <li>• Training was offered</li> <li>• People from a range of protected groups represented</li> <li>• Evaluation of training regarding effectiveness</li> <li>• People trained attend the grading workshop</li> </ul>	<p>The CCG provided training for local interests supported by the E&amp;I Lead from the Commissioning Support Unit.</p> <p>There was a range of protected characteristics represented at the training and subsequent grading e.g. sex, sexual</p>	

				orientation, religion and belief, race, disability, gender reassignment, age	
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<p><b>Objective 4</b></p> <p><b>To ensure the Executive and Clinical Leads and the Board have the right knowledge and competencies to effectively lead on this agenda</b></p>	<p>Goal 4 &amp; Goal 3</p>	<ul style="list-style-type: none"> <li>• Identify an executive lead/senior manager within the CCG for Equality and Inclusion</li> <li>• Identify a clinical lead for Equality &amp; Inclusion within the CCG Governing Body</li> <li>• E&amp;I is embedded into Governing Body agenda as a standing item.</li> <li>• All papers requiring a decision must have an equality analysis and Governing Body members are developed to understand their roles and responsibilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Executive and Clinical Lead is identified</li> <li>• Equality &amp; Inclusion is a standard agenda item at CCG board meetings</li> <li>• The CCG Governing Body receive assurances that the CCG and the CSU are compliant with all equality legislation</li> <li>• Employees at all levels including the Governing Body receive Equality &amp; Inclusion development appropriate to their role.</li> <li>• The Governing Body and Senior Management promote Equality &amp; Inclusion as a positive cultural requirement of the CCG</li> </ul>	<p>The CCG has identified the Executive, Senior Management and Clinical Lead for Equality.</p> <p>The CCGs Chair actively supports Equality &amp; Inclusion within her role.</p> <p>The Senior Manager Lead meets regularly with the E&amp;I Strategic Lead who supports the CCG, and promotes Equality &amp; Inclusion at all levels within the organisation.</p> <p>The Senior Manager, Clinical Lead and Chair recently supported the EDS Training of graders and the actual grading of the CCGs evidence showing clear senior management promotion of Equality &amp; Inclusion within the CCG.</p> <p>The CCG has supported staff to attend equality analysis training and scored 'achieving' and 'excelling' across outcomes in goals 3 &amp; 4 of the Equality Delivery System</p>	
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<p><b>Objective 5</b>  <b>We will improve access to all health care services for the most vulnerable groups and we will support carers and family members.</b></p>	<p>Goal 1  Better health outcomes for all</p> <p>Goal 2  Improved patient access and experience</p>	<ul style="list-style-type: none"> <li>• Utilise principles of proportionate universalism when developing contracts and service specifications to ensure proactive engagement of members of the population who experience the worst health outcomes, based on health profiles for the CCG footprint.</li> <li>• Ensure commissioning and contracting staff are trained in mandatory equality and diversity awareness (as part of organisational development programme and personal development process) and in Equality Analysis techniques</li> <li>• Routinely collect and publish data on CCG website regarding Equality information relating to the people who live in East Lancashire as they are the people affected by the CCG's policies and practices when buying or not buying health and social care services.</li> <li>• Link the Equality function with the Governance, Safety and Quality functions within the CCG. (Commonalities include: Serious Untoward Incidents (SUIs), policies, safeguarding, risk management, equality</li> </ul>	<ul style="list-style-type: none"> <li>• CCG commissions services to meet the health needs of local communities, promote well-being, and reduce health inequalities</li> <li>• Patients, carers and communities can readily access services, and should not be denied access on unreasonable grounds</li> <li>• Patients are informed and supported so that they can understand their diagnoses, consent to their treatments, and choose their places of treatment</li> <li>• Grading against goal 1 and 2 show improving outcomes year on year.</li> <li>• Patients' health needs are assessed, and resulting services are provided, in appropriate and effective ways</li> </ul>	<p>The CCG in year 1 of undertaking grading against the four goals of the Equality Delivery System achieved a 'developing' grade for goals 1 &amp; 2 with some outcomes gaining achieving – the CCG is committed to buying health care which is meeting the needs of local people and have undertaken a range of engagement activities and are carrying out Equality Analysis to ensure that services they buy are accessible and fit for purpose.</p> <p>In 2014 the CCG will be working on specific areas highlighted through the EDS grading to demonstrate the commitment to continuous improvement.</p>	
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		analysis, compliance, reporting)			
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## Share Your Views

Patient involvement is a top priority for all CCGs in order to effectively commission (buy) and oversee local services that meet the needs of local people. We ensure we can listen to you in order to reflect those needs in our commissioning activities through a variety of different forums.

### Healthwatch Lancashire

Healthwatch Lancashire is the local consumer champion for healthcare services. The branch is one of 152 community-focussed organisations in the national Healthwatch network set up in October 2012.

We are working alongside your Healthwatch representatives to further understand the needs and opinions of local people.

You have the right to be involved in decisions about your health and social care services and Healthwatch provides that opportunity. By sharing your experiences and ideas with Healthwatch you can influence the way services are run.

### Listening to our patients and public

Our CCG has a dedicated patient and public engagement lay member. They work in local communities to explain the work of the CCG and open a two-way dialogue.



### Patient participation groups

Another way we engage with local people is through patient participation groups.

These offer patients interested in health and healthcare the opportunity to get involved with their local GP practice and support its work. Most groups also include members of practice staff. They meet at regular intervals to decide the ways and means of adding value to the services and facilities offered to patients.

## Contact our Customer Care Team



If you need this leaflet in another format or language, please contact the customer care team on freephone:



Freephone: 0800 032 2424 Telephone: 01772 777 952



Textphone: 01772 227 005



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