

Equality and Diversity Annual Report
January 2012



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2. Executive Summary

Over the last twelve months, the Trust has seen substantial progress in embedding equality, diversity and human rights into core business activity. This report provides a summary of the key achievements for the year 2010/11, in relation to both employment practices and service delivery.

Workforce and service monitoring reports have also been produced for 2011 and are published alongside the annual report on the Trust website. Together, these three reports ensure that the Trust is best placed to meet their statutory equality duties and in keeping with the Government's transparency agenda they allow the Public to judge our progress.

In 2012 our continued progress is likely to take place around the implementation of the Equality Delivery System (EDS) and demonstrating our compliance with the Equality Act Public Sector Duties. Both of which are detailed in this report.

3. Introduction

The 2010/11 financial year marked our seventh year as a Foundation Trust and our mission statement created at fruition still holds true today:-

“Provide high quality, accessible and responsive services by putting the patient at the heart of everything we do.”

The equality agenda sits at the very heart of this statement and 2011 has again seen the Trust deliver significant progress in raising awareness of equality, diversity and human rights issues.

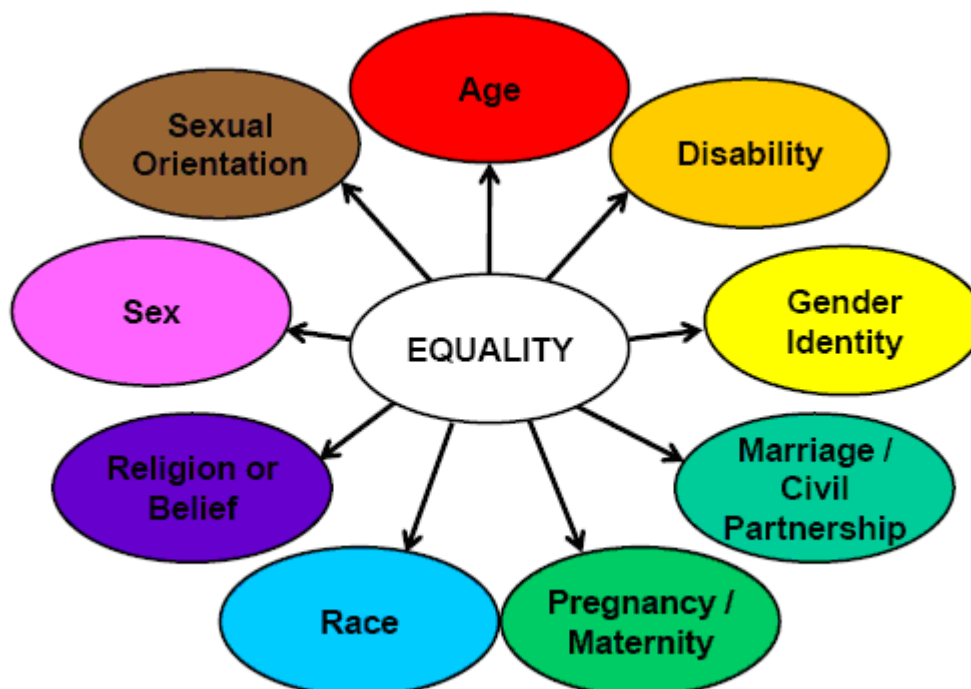
In 2011 we became Equality and Diversity Partners with NHS Employers and the Trust was congratulated on their enormous commitment to embed equality, diversity and human rights into the core business of the organisation. We also became part of the Stonewall Healthy Lives programme, which allowed the Trust a free audit and expert advice around how to improve as an employer and service provider for lesbian, gay and bisexual people. And finally in October 2011, we completed the Disability Standard audit with the Employers Forum for Disability and are eager to receive their report which is due in January 2012.

This year, for the first time, the Trust has provided community services for residents of Tameside & Glossop. Furthermore, the Trust has begun the due diligence process of acquiring community services in Stockport. The impact of these changes will become clearer during 2012 as policy implementation begins in earnest. With new communities to service and new staff to manage, a consistent approach to equality, diversity and human rights will be central to a fair and transparent transition.

Back in 2009, the Trust developed a Single Equality Scheme which has been invaluable in structuring our actions to this point. However, the Equality Act 2010, places different duties on Public Bodies and there is no obligation to refresh the scheme in 2012. Therefore, the Trust will summarise outstanding actions from the scheme as part of the Equality Delivery System process and this will form part of our new action plan and equality objectives which must be published by 6th April 2012 in line with our Public Sector duties.

Along with the changes to Equality legislation and the introduction of the Equality Delivery System by the Department of Health, 2011 also saw new guidance documents for Care Quality Commission (CQC) inspectors to ensure equality in the provision of our services and Monitor have included a specific governance indicator in their compliance framework to address requirements regarding healthcare for people with a learning disability. The message is clear and non-compliance will be met with harsh penalties. However, whilst anti-discrimination legislation prevents the recession riding roughshod over the equality agenda it is reassuring to show in this report how the Trust has embraced the equality agenda, moving forward in their determination to deliver fair and accessible employment and services.

4. Trust compliance with the Equality Act 2010



After much debate the public sector **Equality Duty** (section 149 of the Equality Act) came into force on 5 April 2011. The Equality Duty applies to public bodies and others carrying out public functions. It supports good decision-making by ensuring public bodies consider how different people will be affected by their activities, helping them to deliver policies and services which are efficient and effective; accessible to all; and which meet different people's needs.

In summary, those subject to the equality duty must, in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

These are sometimes referred to as the three aims or arms of the general equality duty.

What we have done so far to comply:-

- Revised pre-employment checking procedures in line with the new disability requirements;
- Reviewed our EIA processes to cover all protected characteristics and emphasised to business groups the importance of paying due regard to equality issues when making service changes;
- Briefing sessions for staff from employment law specialists;
- Sent out articles in Team Brief and Diversity Matters to brief all staff on the changes;
- Reviewed induction and training materials to ensure that they reflect all the changes;
- Updated the HR Policies to ensure they comply with the Act;
- Produced a comprehensive workforce monitoring report. This will be further improved following our recent staff record audit and gender pay gap reporting;
- Developed an Equality and Diversity training strategy.

What we need to do :-

- Improve data collection for service users and further map access to services by protected characteristics;
- Further develop equality engagement with staff and service users. Identifying local and national organisations, groups and bodies as part of our consultation and involvement strategy;
- Develop equality objectives that are integrated into the normal business planning process;
- Ensure that the Trust is prepared for the new provisions banning age discrimination in terms of service delivery.

Specific Duties

The Equality Duty is supported by **specific duties**, set out in regulations which came into force on 10 September 2011. The specific duties require public bodies to publish relevant, proportionate information demonstrating their compliance with the Equality Duty; and to set themselves specific, measurable equality objectives. All information must be published in a way which makes it easy for people to access it.

The information published must include:

- information relating to employees who share protected characteristics (for public bodies with 150 or more employees); and
- information relating to people who are affected by the public body's policies and practices who share protected characteristics (for example, service users).

However, it is up to each public body to decide for itself what information it publishes to show its compliance with the Equality Duty. This will vary greatly, depending on the size of the body; the range of functions it performs; and the extent to which those functions could affect equality. There is no prescribed format.

For most public bodies, the sensible starting point will be simply to look at what equality information it publishes already, and to consider whether that gives a reasonable picture of progress on equality issues affecting its employees and service users.

The Trust will publish:-

- The make-up of the overall workforce;
- The gender pay gap and pay equality issues more generally for the public body;
- Recruitment and retention rates for staff with different protected characteristics;
- Appraisal rates for staff with different protected characteristics;
- Grievances and disciplinary issues for staff with different protected characteristics;
- The number of people with different protected characteristics who access and use services in different ways;
- Customer satisfaction levels and informal feedback from service users with different protected characteristics and results of consultations;
- Complaints about discrimination and complaints from people with different protected characteristics;
- Service outcomes for people with different protected characteristics;
- Equality impact Assessments/ Analysis of the effects of service changes;
- Where information or data sets are incomplete, we will publish an explanation of how the data gap will be filled in future.

The specific duties also require public bodies to prepare and publish one or more specific and measurable equality objectives which will help them to further the three aims of the Equality Duty. All public bodies, subject to the specific duties, must publish their first equality objectives by 6 April 2012. Subsequent objectives must be published at least every four years.

The Trust will use the Equality Delivery System (EDS) to help meet our duties and in particular to determine the equality objectives that will be published in April 2012.

5. The Equality Delivery System (EDS) for the NHS

The Trust is working in partnership with Stockport Clinical Commissioning Pathfinder and Tameside PCT to implement the Equality Delivery System. The Equality and Diversity Council (EDC) has prioritised the Equality Delivery System (EDS) as the best means of helping the NHS improve its performance for equality groups.

All business groups across the Trust have been asked to submit evidence in relation to the four goals.



Making Healthcare Fair Event – Wednesday 2nd November 2011

To address goals one: better health outcomes for all and two: improved patient access and experience, a community engagement event was held at Stockport Guild Hall on 2nd November 2011 to discuss equality and diversity in local healthcare.

Around 50 people attended, including NHS staff, local residents, patients, carers, and a range of local community groups.

Dr Robina Shah, Chair of Stockport NHS Foundation Trust, opened the meeting with an introduction to equality in the NHS and an overview of the new Equality Delivery System.

The Equality & Diversity Leads and NHS Stockport and Stockport NHS Foundation Trust, Angela Beagrie and Sue Clark respectively, gave an overview of work undertaken over the past year to improve equality in the NHS and remove inequalities faced by minority groups.

Participants were asked to go around the room and give their own personal experiences of what the local NHS does well, where it needs to improve, and what our focus should be over the coming years to improve equality in health outcomes, access to services and patient experience.

Overall, there was a positive recognition of the amount of work that has been undertaken by the local NHS in recent years to improve services for local groups and reduce inequalities.

“I was impressed by your presentation on health equality outcomes”

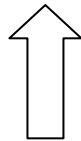
In particular, it was noted that both the PCT and FT have undertaken a wide range of engagement with local groups from all protected groups to ensure that all voices are heard in decision making and service changes.

“Good dialogue / interaction with protected groups”

Finally, NHS Stockport’s Equality Champion, Tony Durrant MBE, closed the event with his own accounts of inequalities in healthcare and the improvements made by the NHS.

The comments and evidence presented on the day, together with submissions from business groups, will enable the Trust to rate itself using the EDS RAG rating:

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



What we need to do next:-

- Collect evidence to rate ourselves against Goals 3, empowered engaged and well-supported staff and 4, inclusive leadership at all levels, using staff survey results and a further online survey to staff;
- The Equality and Diversity Employment/ Service Group, PEASD and JCT will provide the sign off mechanism needed to verify the ratings;
- Once the grading’s for goals 1 and 2 are signed off by local interest groups and goals 3 and 4 by the Joint Consultative Council at the Trust they will be presented at the Trust Board and published on the website for public viewing. It is proposed that the NHS Commissioning Board will publish the grades for all organisations in the form of Red Amber Green rating. The CQC will take account of concerns as part of its processes to monitor registration requirements.

6. Our Workforce

- **Profile of Our Staff**

At October 2011, the Trust employed 5078 staff at a wide number of sites across Stockport, High Peak and Tameside. Within Stockport and High Peak:

- 81% are women;
- 25% are aged under 35 years and 17% are aged over 55 years;
- 10.6% are from black and minority ethnic communities (plus a further 3.7% from white minority ethnic backgrounds);
- 3.0% have declared themselves to be disabled; 74% have declared themselves to be non-disabled and the disability status of the remainder is not known/ not declared;
- 67% have disclosed as heterosexual; 1.2% as lesbian, gay or bisexual;
- 55% have declared Christianity as their religion.

Within Tameside Community Services:

- 92% are female;
- 21 members of the Provider Arm have declared a disability. This is an increase of 10 on the previous year;
- 92.5 % are White British, 7.5% are from minority ethnic backgrounds;
- 31.5% of staff are aged between 41 and 50, 27.5% are over 51 years of age.

The Trust actions for 2012, based on the analysis of the detailed workforce monitoring report, include:-

- Continue to develop staff networks;
- Continue to develop the apprenticeship scheme at the Trust;
- Consider further positive action schemes for disabled applicants;
- Consider how to use positive action to attract minority ethnic staff across the range of job opportunities;
- Consider positive action to attract women into medical consultant posts;
- Drill down further to examine the gender pay gap;
- Check the reliability of data for gender identity and civil partnerships;
- Engage with staff to understand why 11.4% of them have chosen not to disclose their religion or belief and 12% their sexual orientation;
- Investigate patterns around disciplinarys;
- Continue to do spot audits on the recruitment process to further explore the drop out rates for BME candidates and those with a disability;
- Develop a strategy to improve data on ESR for reason for leaving;
- Further awareness raising around Improving Working Lives.

The full workforce monitoring report is published on the internet alongside this annual report as part of our publication duties under the Equality Act 2010.

• **Staff Survey Results**

The results from the National Staff Survey, commissioned by the Care Quality Commission (CQC), which took place during October to December 2010, were published on 16 March 2011.

In summary, of the 38 key findings set out in the National Staff Survey, the Trust was placed in the top 20% of acute trusts in 3 areas; was better than average in a further 13 areas and average in 13. The Trust was below average in a total of 9 areas.

The area of greatest satisfaction probably relates to the improvement in training scores, where the Trust increased the percentage of staff receiving job-relevant training from 78% to 81%, and staff receiving Equality and Diversity training from 41% to 55%. This is likely to be as a direct result of the action plans put in place following the last survey. It is also pleasing to note that the percentage of staff reporting good communication between senior management and staff improved, from 26% to 31% and compares favourably to other acute trusts, although further work can be done in this area.

The other area of note is that the overall level of job satisfaction which was 3.52 (on a possible score range from 1 – 5 with 1 indicating a poor score and 5 indicating a positive score) compared to a national average of 3.48. Staff engagement was slightly below the national average of 3.62 (on a possible score range of 1-5) at 3.6.

As with previous years, the findings were further examined by protected characteristics and irregular patterns have been included in the Single Equality Scheme Action Plan.

- **NHS Employers – Equality and Diversity Programme 2011/12**



EQUALITY AND DIVERSITY PARTNER

In January 2011, the Trust was successful in its bid to become an Equality and Diversity Partner with NHS Employers.

In total, 13 Trusts were selected as Equality and Diversity Partners for 2011/12.

A rigorous process was applied to all submissions against the 46 criteria listed in the application pro forma. The submissions were then assessed and scrutinised by a panel who recommended the Trust for Partner status.

Benefits of becoming an Equality and Diversity Partner:

- Increased profile of the organisation at network events, conferences etc – and through the NHS Employers website and communications;
- Advice, guidance, support and assistance from NHS Employers in meeting the agreed criteria;
- Free access to training, development, coaching and mentoring for the Partner lead person on the use of the tools within the programme;
- Opportunities to discuss, network and test out new concepts within the safe environment of Partner meetings;
- Opportunity to influence DH and wider national policy direction.

- **EFD**



The Employers Forum on Disability is the worlds leading employers' organisation focusing on disability. Their mission is to enable companies to become disability confident by making it easier to recruit and retain disabled employees and to serve disabled customers. They are supported by a growing list of members from UK business, multinational corporations, SMEs and the public sector and are widely recognised as setting the standard for disability best practice.

In October 2011, the Trust were asked to take part in EFD's Disability Standard which is a management tool that allows organisations to measure performance on disability for staff and service users. A rigorous audit was undertaken in October 2011, and the Trust is eagerly awaiting the results which are due out in January 2012 . By undertaking this standard the Trust hopes to further enhance our reputation with disabled people, employees, customers and government inspectors of our services.

- **Recruitment and Selection Equality Impact Assessment**



During 2011, a full Equality Impact assessment was undertaken on our recruitment and selection process. This involved analysing data, spot checks on recruitment processes and engagement with community groups and staff.

Whilst the analysis identified well developed policies and procedures on recruitment and selection it was felt that these could be strengthened further to guard against negative impact and ensure an equal and fair process.

A number of the actions identified were completed relatively easily e.g. inclusion of an agreed equality and diversity statement in all adverts. A number of other actions e.g. developing policies and training to address unconscious bias require a longer term commitment to bring about the desired change. The action plan has, therefore, been designed with identified performance measures and timescales.

- **Positive Action Employment Schemes**

Our work around positive action employment schemes dates back to 2005, when we began to help a small number of people into work as part of the embracing diversity project. In 2007, we used funding from the Northwest Regional Development Agency to extend voluntary placements to more individuals who were not quite ready to enter the labour market and many gained valuable skills and experience which allowed them to make the transition.



With additional funding in 2009, from the Commission for the New Economy, we ran a series of pre-employment courses and also continued with our volunteers learning scheme.



In 2010/11, we worked in partnership with Stockport Council on the 'Future Jobs Fund'. The Fund aimed to create 170,000 additional jobs in the UK, primarily aimed at 18-24 year olds who have been out of work for nearly a year to deliver real benefits to communities. Over 40 people were provided with roles within the Trust.



Aimhigher... greater manchester



We also gained external funding to extend our corporate citizenship agenda to include the Aim Higher Project. This was a Government initiative to widen participation in higher education in England, which supports people at school, in college and at work to progress to Higher Education (HE) and future careers, particularly focusing on those who are not always given the best opportunities to progress to HE. This included work experience placements, discovery days, insight days and after school activities.

And finally in September 2011, we extended our funding in partnership with Stockport Metropolitan Borough Council to continue our corporate citizenship role with a push to improve the number of apprenticeships across the Trust. So far we have recruited 37 staff who have signed up for apprenticeships in 2012.



With external funding becoming more and more scarce, it is a credit to the E&D team that they have managed to secure over £270,000 in the last 6 years to continue this important and, in many cases, life changing project work. As in previous years, the Trust will hold an event on Tuesday 6th March 2012 to celebrate the achievements of the individuals who have come through our schemes. The title for this year's lunch will be "Overcoming Adversity".

- **Employee staff networks**



Staff Disability Network

Lesbian, Gay, Bisexual and Transgender Staff Network

One of the actions from the Single Equality Scheme was to set up staff networks for equality groups, to help support Trust staff and gain views on service delivery. In 2010 we launched a Black and Minority Staff Network, a Lesbian, Gay, Bisexual and Transgender Staff Network and a Disability Staff Network in partnership with NHS Stockport. In 2011 we have worked hard to increase membership and encourage ownership by staff representatives. Stonewall provided excellent guidance for the LGBT network and encouraged the Trust to consider a virtual group. The new virtual group will be launched in January 2012 and will have its own email address LGBTnetwork@stockport.nhs.uk and wordpress site www.lgbtstaffnetwork.wordpress.com. Again we will work together with NHS Stockport to encourage larger numbers to participate. The Royal College of Nursing also offered their assistance in 2011 to improve attendance at the BME Network and the Trust are keen to work with some of their ideas in 2012. The Disability Network has also had external input to build capacity and direction, firstly from RANSTAD who have given the group guidance on how to gain access to work funding and secondly Stockport Metropolitan Borough Council shared their experience on how to run a successful group.

- **Staff training**

In 2011, we continued to embed the Equality and Diversity Training Strategy:

- The induction programme has been updated to include Equality, Diversity and Human rights;
- A new E-Learning course was introduced and is now mandatory for all staff;
- Equality, diversity and human right issues have now been threaded through existing training courses;
- The evaluation of the bite size training is now complete and the programme is ready to roll out across the Trust. The seven DVD's used in this training cover patient stories around sexual orientation, transgender, age, LGB, learning disability, physical disability and ethnicity;
- A new bi monthly Learning Disability Awareness course is now included in our portfolio of courses. With the aim to increase awareness of the needs of people with a learning disability using hospital services.

On 21st October 2011, the Trust held an Equality & Diversity Conference.

The conference had three speakers who suggested ideas on how the Trust could improve services and employment for people from different ethnic backgrounds, LGB people (Lesbian Gay, Bisexual) and those people who are deaf. The half day drew on real experiences and examples of the NHS and we were very lucky to secure such fantastic speakers!



Delegate comments:-

“Course has helped me realise that this aspect is key when considering service improvement”
“A very informative session, all sessions good. Made me think!”

“I learned that my perception of deafness and deaf people was almost completely wrong. I need to learn more about other disabilities and the experiences of people living with them.”

Diversity Matters



Throughout 2011, our bi-monthly diversity matters newsletter continued to inform and enlighten our staff. Themes varied from key changes to legislation to detailed articles around Learning Disabilities, Depression, Black History Month, Homophobia, religious festivals and many more.....

Good Practice Toolkit



In addition, our Equality & Diversity Good Practice Toolkit has been well utilised across the Trust, and was recently used to update the last offices policy.

The toolkits have been distributed to all wards and departments and covers communicating with:-

- a person with a physical disability;
- deaf and hard of hearing people;
- blind and partially sighted people;
- a person with a learning disability;
- a person with mental ill health;
- a person who has autistic spectrum disorder (ASD);
- LGB people;
- Younger and older people;
- female, male and transgender people;
- People from minority ethnic backgrounds.

It also covers the customs and cultures of 12 religious groups: - Baha'i, Buddhism, Christianity, Christian Science, Hinduism, Islam, Jainism, Jehovah's Witness, Judaism, Rastafarianism, Sikhism and Zoroastrianism.

- **Good Grief days**

The Good Grief day is delivered twice yearly for staff all levels, and also for other organisations (for example The Alexandra Hospital). A popular part of the day is the Faith Panel, which always runs over in terms of time allocated, because attendees have many questions and find the session extremely useful.

Leaders from the various faiths attend, and each explains the needs of their group in terms of end of life care, and the steps we can take as a Trust to ensure that we provide the best possible support to the patient and their loved ones at the end of life.

- **Pride**

Pride events have been taking place in Manchester for 20 years and the current Manchester Pride organisation is in its seventh year of organising the festival. The main goal of Manchester Pride is to raise money for a variety of LGBT organisations and groups within Greater Manchester.

For the third year running, the Trust took part in the Pride Parade through Manchester. With a strong NHS North West presence the Trust is keen to reinforce our commitment to fair and accessible healthcare and employment for LGB staff and service users.



7. Service Access and Patient Experience

The Trust provides acute healthcare to around 290,000 people living in the Stockport borough. Stockport is an older borough.

- Stockport is an older borough, with more people in their 50's than in their 20's;
- Life expectancy in Stockport is around 77.9 years for men and 82.5 years for women;
- There is a small, but growing, ethnic minority population of around 6.2%. Our ethnic minority communities have a much younger age profile than the white communities;
- 17.7% of local people have a disability or long-term illness;
- Most people in Stockport follow a religion, 75% record their religion as Christian;
- Around 17,000 people in Stockport are lesbian, gay or bisexual. There were 66 civil partnerships in Stockport between 2007 and 2009.

- **Service Access Report**

Demonstrating that patients, carers and communities from protected groups can readily access services and are not denied access on unreasonable grounds is key to delivering on our equality duty. This report looks at access to our service by protected characteristics as outlined in the Equality Act 2010. Where there are gaps in this data, this is highlighted throughout the report and forms a key part of the recommendations.

The Trust's inpatient and outpatient data is used to show the overall picture of access across the characteristics and this is followed by snapshot of some services which will be built upon in future reports.

The overall picture of access, using the best available data, reflects broad similarity to local demographics, however, whilst our data around ethnicity, age, gender and religion has steadily improved, there is a significant gap around the collection of data on disabilities and sexual orientation. A priority action, along with all equality issues, for securing improved outcomes is to institute a system of routine local monitoring of access to services, experience and outcome.

The full service access report is published on the internet alongside this annual report as part of our publication duties under the Equality Act 2010.

- **Engagement with Community Organisations**

A wide range of community organisations and individuals were contacted in 2011, to develop consultation on key service access issues for Stockport NHS Trust. A questionnaire was developed and circulated at the beginning of February 2011, but as this did not result in many responses, the following focus groups were held:-

Disabled People in Stockport -This group consisted of six women and one man, 4 with learning impairments, one with a hearing impairment and one deaf person, 2 wheel chair users, 1 Indian/ Asian, 5 white British and 1 black African/ Caribbean.

Age UK Stockport - This focus group consisted of eight older people from a range of networks across Stockport. There were five men and three women; one person declared as gay and two identified as having gone through gender transition. The entire group were white: English, Scottish, Welsh and Irish.

LGB - Contact was made with the lesbian and gay foundation and through them to the local radio station 'Under the rainbow'.

Eaico -The young people's group who took part in the focus group consisted of three young women, all of black African / Caribbean origin, (14 – 17 years of age); three young men, two of black African/ Caribbean background and one white British (with black brothers and sisters) (14-17); one young man of black African / Caribbean background and three over twenty-fives, one man and two women, one white British, and two of black African / Caribbean background.

Sunshine Circle - This group consisted of nine black African and Caribbean older people - five women and four men, three of whom had mobility impairments and one younger woman who supported the group from a black African/ Caribbean background.

Ethnic Diversity Service - This group of 18 included 1 Pole, 1 Kosovan, 1 Bengali, 1 Somali, 1 Thai, 2 Iranians, 1 French, 4 Pakistanis, 4 Chinese, 1 Korean and 1 Arab. There were five men and thirteen women.

Transforum Manchester - Transforum Manchester held their own focus group and gave a detailed response to the questionnaire. They were keen to continue their contact with Stockport NHS Trust in particular, through further discussion at their regular meetings or through consultation events with the Trust.

All the groups had positive things to say about the hospital and, in particular, the dedication of the staff. This is further supported by a range of letters received by the Trust that detail the real care and attention individuals have received.

However, all the groups had suggestions for improvements. The issues that arose repeatedly were:

- Access and discharge (including the appointments system)
- Language and communication
- Information
- Targeted and appropriate services
- Staff – recruitment, selection, training and development
- Attitudes among staff

All suggestions have been fed into the current action plan and will form part of the Trust's equality objectives to be published in April 2012.

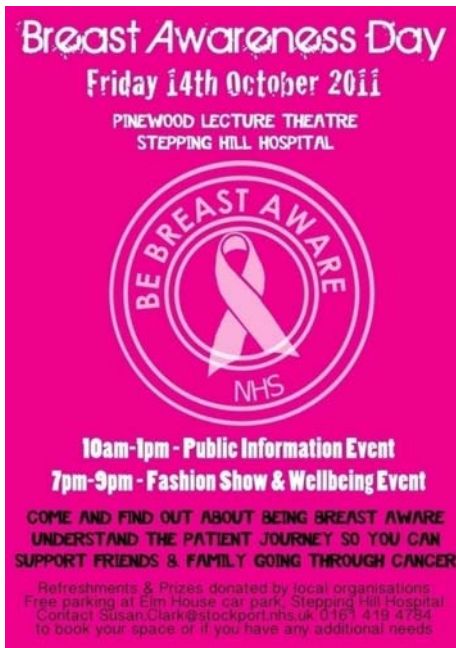
The consultees were all asked if they wished to remain involved in work with Stockport NHS Trust and continue involvement in the consultation. All those who participated said they would like to remain involved and to develop consultation through ongoing discussions in their existing meetings and through focus groups on specific issues.

- **Disability Stockport**



Our partnership, working with Disability Stockport, has grown significantly in the last 12 months. Their contribution to the bite size training DVD's will have a major impact in enabling the Trust to improve services for patients with disabilities. They have also helped with numerous Equality Impact Assessments and given the Trust invaluable advice around new builds and accessible information. Going forward they have agreed to do a further site access audit and contribute to the redesign of the Trust's website.

- **Breast Awareness Day**



On 14th October 2011, the Trust held a Breast Cancer Awareness Day, bringing together many organizations, such as John Lewis and Amoena, who offered bra fittings and the research nurses/ chemotherapy teams who answered questions about their services.

- **Stonewall**



In July 2011, the Trust was successful in its application to be part of the healthy lives programme with Stonewall.

As a participant over a six month period we received on hand expert advice from Stonewall on lesbian, gay and bisexual (LGB) staff and service users issues, a free audit of our inclusiveness as an employer and support to mainstream LGB equalities in policy, practice and procedures. They

have also helped the Trust establish a virtual LBG staff network that will be launched in 2012.

We hope that being part of the healthy lives programme sends a strong signal to our LGB staff and service users, providing reassurance that their contribution will be valued and their sexual orientation respected in a positive working and service environment.

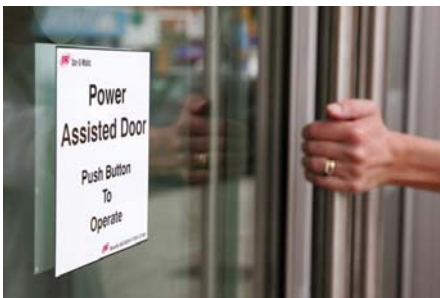
- **Patient Experience Results**

For the first time in 2011, the Trust disaggregated the inpatient and outpatient survey results by protected characteristics. This breakdown is included in the service report that is published on the internet. The results demonstrate the value of additional data analysis when undertaking a patient survey and how the results can be heavily influenced by the number and diversity of respondents. The lack of data around ethnicity, religion, sexual orientation is disappointing, as is the breakdown of data around disability with no representation from patients who are blind/ partially sighted, have a learning disability or a mental health condition. Therefore, the report recommends, as a priority, further engagement with the Picker Institute to look at ways to encourage better representative sampling.



The Trust has also recently updated the local patient surveys with the use of iPads to capture more specific data about our services. Equality monitoring data is attached to all local surveys and this will allow the Trust to plug some of the data missing from the national surveys.

- **Continue to assess and improve the accessibility of our physical environment**



Over the year, the Trust has continued to improve the accessibility of the site. All new builds are checked against a compliance list for accessibility and the Estates Department report progress on a bi-monthly basis. Disability Stockport have given the Trust advice on a number of refurbishments including the Paediatric Emergency Department, a new Hip Fracture Ward and Radiology Phase 2 refurbishment. Automatic doors have been fitted to our training Centre and hearing Loops have now been introduced in the majority of our

outpatient reception desks. In 2012, a further access audit will be undertaken and our signage will be assessed as part of a wider piece of work to improve the directions included in our appointment letters.

- **Walthew House drop-in service**

Walthew House is an independent local charity supporting people in Stockport who are blind, visually impaired, deaf or hard of hearing or who have dual sensory loss. As part of our engagement with community groups the Equality and Diversity Manager and the Manager of Audiology Department at the Trust spent time talking to members of the group. They indicated that a drop in clinic would enable minor issues regarding hearing aids to be addressed quickly and without having to visit the hospital.

The first drop in clinic was held on 5th October 2010, and has continued throughout 2011. The audiologists offer retubing, battery changes, ear moulds, hearing advice, and wax checks.

Walthew House have fed back their appreciation of this service and hope to communicate the facility to wider community groups.

- **Pre-Op**

Throughout 2011, our staff in pre-op continued to improve the systems for communicating patients complex needs to the wards. Patients are tracked using a manual system to ensure that equipment and reasonable adjustments are in place when the patient is admitted. In 2012, we aim to further improve this process by introducing a flagging system on our patient information system and gaining bed management input to facilitate a more consistent approach.

- **Red jug and beaker system**



When two member of the nursing team realised that some of our older patients were struggling to lift heavy water jugs and beakers, they devised the idea of a red, lightweight jug and beaker and applied for funding from The Department of Health's 'Bright Ideas Grant' to help bring the idea to fruition.

The lightweight red beakers and water jugs are specially designed for patients to lift and grip more easily. Their colour corresponds with the red tray scheme introduced in 2007, which helps those patients who have difficulty eating.

- **Cancer Project**

The Trust is working in partnership with the Learning Disability Community Team to undertake a project which will examine access to breast cancer services for patients with a learning disability. This will involve:-

- A data capture exercise to establish the number of patients recorded by Stockport GPs as having a learning disability. How many of these have had a breast screening examination;
- A more in depth questionnaire to supported tenancies in Stockport;
- Focus Groups with residents from the supported tenancies to further explore experiences of self- examination and screening;

This research should result in recommendations to improve future access to breast cancer for patients with learning disabilities.

- **Complaints related to equality and diversity issues**

Monitoring complaints by the protected characteristics is an ongoing challenge, the Trust are keen to use this data to identify any signs of discrimination but are also mindful that patients might not respond well to being sent a monitoring form when they are feeling vulnerable and upset. With this in mind a field was introduced onto the IT system to record when a complaint included issues related to gender, disability, sexual orientation, religion, age, ethnicity, or gender reassignment.

The Trust had 48 such complaints for the period 1st January 2011 to 31 December 2011, 30 of which were formal and 18 informal. They include complaints that refer to the patients race, age and disability as part of the overall complaint. The large proportion of these ten (10) Formal and ten (10) Informal, relate to concerns about privacy and dignity including several where personal discussions had taken place about the patient either in public areas or in front of other patients.

In terms of themes, there have been a number of occasions where patients or their families have reported that ward staff are unable to meet the individual needs of a patient with a disability; there are also a number of concerns raised that may have been related to the age of the patient.

The Patient & Customer Service Department have a strict turnaround time to deal with complaints and action plans are put in place to address the issues as soon as the investigation is complete. The team recognise that there is still some room for improvement in capturing equality and diversity issues when recording complaints, particularly when these form a small part of a larger complex complaint.

The Equality and Diversity Employment/ Service group receives bi-monthly reports from the complaints team to monitor E&D related complaints and identify any further actions that need to be incorporated in the complaint action plan.

- **Acute service peer review for treatment of patients with a Learning Disability**

Services for People with a Learning Disability, have been subject to a number of damning reports over a period of years, which identified considerable failings by the health and social care sector in meeting the health needs of this patient group, including premature and avoidable deaths. As a result of identified health inequalities, the national Learning Disability Health Self Assessment Framework was developed, and launched across the North West in 2010. The outcome of the review clearly identified some good progress made; particularly plans for improving primary care, such as the increased uptake of annual health checks. The review also provided valuable opportunities for sharing good practice and identifying common themes for improvement. One such theme indicated that best practice for people with a learning disability is not consistently implemented across all acute hospitals. As a result Aidan Kehoe, as Chief Executive of Blackpool Teaching Hospitals NHS Foundation Trust and a member of the North West Learning Disability Health Equalities Group (HEG), has championed an acute services peer review across the North West, to support improved health outcomes for people with a learning disability and their families. Stockport NHS Foundation Trust are participating in this review and will use the opportunity to identify where service delivery and health outcomes can be improved for this patient group.

8. Decision Making

The Equality and Diversity Employment/Service Group continued to deliver on the Single Equality Scheme Action Plan throughout 2011. The group has Equality and Diversity leads from each business group who are best placed to progress the agreed actions plus community representatives from Disability Stockport and Pure Innovations. More community representatives will be invited to join the group in 2012. Decisions that need director level involvement/ support are fed into the Patient Experience and Workforce Assurance Committee. The infrastructures are working well and the regular Employment/Service Group agenda items demonstrate a link to mainstream Trust activities. This delivers a more consistent approach to diversity management, and recognises involvement of the internal and external community in developing policies and procedures.

In order to demonstrate that the Trust has paid due regard to the general duties of the Equality Act 2010 we must show that we have considered these duties when making decisions as an employer and service provider, for example, when:

- Developing, evaluating and reviewing policies;
- Designing, delivering and evaluating services, including education provisions;
- Commissioning and procuring services from others

There is no prescribed process on how to demonstrate due regard. The Trust has chosen to extend the current equality impact assessment tool to include all protected characteristics. This tool is now embedded in our decision making process.

In 2010/11 we published over 100 Equality Impact Assessments on policies and service changes to ensure that no groups were disadvantaged.

9. Looking Ahead

This report demonstrates Stockport NHS Foundation Trust's commitment to comply with new legislation and shows how we have embraced opportunities to embed equality, diversity and



human rights within employment and service provision. The forthcoming year brings a wide range of challenges for the NHS, 2012/13 is the second year of the quality and productivity challenge and the final year of transition to the new commissioning and management system for the NHS. Achieving sustainable improvement will mean taking on the challenge of service change, to provide services closer to patients wherever appropriate, to create centralised networks of clinical care where necessary, and to improve integration between services.

Whilst much is likely to change during the next 12 months we must retain our focus and commitment to deliver fair and accessible healthcare **for all**.

Nicola Reucroft
Vicky Ackers
Sue Clark
Sarah Lee

HR Director
Assistant Director HR
E&D Manager
E&D Assistant

Executive Lead for Equality and Diversity
Senior HR Lead
Operational Lead
Operational Support

December 2011

If you would like this policy in a different format, e.g. in large print, or on audiotape, or for people with learning disabilities, please contact Patient and Customer Services.

Your local contact for more information is Patient and Customer Services at Poplar Suite, SHH, Tel: 0161 419 5678 or www.stockport.nhs.uk

A free interpreting service is available if you need help with this information.
Please telephone Stockport Interpreting Unit on 0161 477 9000.
Email:eds.admin@stockport.gov.uk

如果你需要他人爲你解釋這份資料的內容，我們可以提供免費的傳譯服務，
請致電 0161 477 9000 史托波特傳譯部。

W przypadku gdybyś potrzebował pomocy odnośnie tej informacji,
dostępne są usługi tłumaczeniowe. Prosimy dzwonić do Interpreting
Unit pod numer 0161 477 9000.

যদি এই খবরগুলি সম্পর্কে আপনার কোন সাহায্য দরকার হয় তবে বিনা খরচে আপনার জন্য দোভাষীর ব্যবস্থা করা হতে
পারে। মেহেরবানী করে স্টকপোর্ট ইন্টারপ্রিটিং ইউনিটে ফোন করুন টেলিফোন নম্বর, 0161 477 9000.

اگر آپ کو ان معلومات کے بارے میں مدد کی ضرورت ہے تو مفت ترجمانی کی سروس دستیاب ہے۔ براہ مہربانی انٹریپریٹنگ یونٹ کو
0161 477 9000 پر فون کریں۔

خدمات ترجمہ رایگان این اطلاعات در صورت نیاز موجود میباشد. لطفا با شماره تلفن 0161 477 9000 با
واحد ترجمہ (اینترپریٹنگ یونٹ) ما تماس بگیرید.

تنوفر خدمة ترجمة شفوية اذا تطلبت مساعدة في فهم هذا المعلومات. نرجو الاتصال اربن رينيول على رقم
الهاتف: 0161 477 9000