

## The Equality Delivery System (EDS)

### Introduction to EDS

The EDS is designed to help NHS organisations improve equality performance and embed equality into mainstream NHS business. The EDS is designed for the NHS by the NHS and is based on:

- best practice from across industry, including the Equality Framework for local government
- the views of over 660 people (including patients & staff)
- reviews and reports on equality in the NHS, including guidance from the Equality and Human Rights Commission (EHRC)
- learning from programmes such as Pacesetters, Breaking Through and Positively Diverse

The EDS applies to all NHS organisations, both current and planned NHS commissioning organisations, including GP Consortia, and to NHS providers including foundation trusts. By using the EDS, organisations will be able to meet the requirements of the Equality Act and be better placed to meet the registration requirements of the Care Quality Commission (CQC). The EDS helps the NHS to deliver on:

- the NHS Outcomes framework
- the right and pledges of the NHS Constitution for patients and staff
- addressing health inequalities in general, improving outcomes and reducing gaps

### External Grading Session

As part of the EDS implementation, an external grading session was held on 13 January 2012 to discuss and grade standards 1 and 2 which are focused on patient care and experience. The participants comprised of 5 LINKs members from the Essex area. Each outcome was discussed in line with the grading manual supplied by the Department of Health and the final grading's made by the external stakeholders. Prior to this meeting, a self-assessment was done and all outcomes were graded as amber. After this event, 5 of these outcomes were awarded green by the stakeholders.

### Action Points

As part of this external grading event, we received valuable feedback and suggestions to help achieve a green status for all outcomes in standards 1 and 2.

1. More discussion with LINKs in regards to progress with equality and diversity and the annual equality improvement plan
2. More work to be done to understand any health barriers to Lesbian, Gay, Bi-sexual and Transgender patients. It was considered that this needed to be done by all healthcare providers and commissioners in Essex

3. Review the processes in the outpatients department, particularly for patients with disabilities. It was considered that not all patients are able to hear their name being called by the nurse and may miss appointments. Reviewing this process in particular was needed
4. To review the possibility of a helpdesk for patients and visitors to assist navigation around the hospital
5. Review the accessibility of patient surveys and feedback forms
6. Meet again in 6 months to review the EDS action points and progress

### **Internal Grading Session**

As part of the EDS implementation, an internal grading session was held on 13 February 2012 to discuss and grade standards 3 and 4 which are focused on the workforce. The participants included a staff side representative, health and safety manager, nursing manager, Director of Personnel and Personnel Manager. Each outcome was reviewed in line with the grading manual supplied by the Department of Health. Prior to this meeting, a self-assessment graded all outcomes as amber. When meeting with internal stakeholders, 3 of these outcomes were awarded green status. Please see the EDS framework for a breakdown of these outcomes and grading's.

### **Action Points**

As part of this internal grading event, we received valuable feedback and suggestions to help achieve a green status for all outcomes outlined in standards 3 and 4.

1. Review agenda for change processes. As Agenda for Change has been implemented for 10 years, it was decided to do an internal review into the processes followed to ensure consistency and outcomes are being applied universally and appropriately across the Trust
2. Ensure all staff at all levels receive adequate training to be able to confidently undertake their role. This also included meeting the 90% appraisal target
3. Training for managers on people management. To ensure policies are consistently and confidently applied across the Trust by managers
4. Guidelines to be issued to managers when recruiting to vacancies. To ensure the best candidate is appointed into the position, it was felt that recruiting managers could benefit from more support on understanding and overcoming equality and diversity implications and indirect discrimination when undertaking recruitment

### **Objectives**

As an outcome from the EDS and working with both internal and external stakeholders, the Trust has identified 2 main objectives for the next 12 months. These are:

1. Continue to develop and maintain communication and partnership working with external groups
2. Ensure managers receive appropriate training in regards to equality and diversity and people management