

EDS2 ACTION PLAN 2019

Goal	Number	Description of outcome	Action to be taken	Outcome and measurement	Responsible Lead	Date for Completion	Progress	RAG
Better health outcomes	1.1	Services are commissioned, procured, designed and delivered to meet the health needs of local communities	Promote NHS services in order to direct people to the appropriate service if an emergency is not required	Decrease in emergency calls when not required	Maria Watson	30/09/2019		
	1.2	Individual people's health needs are assessed and met in appropriate and effective ways	Produce marketing materials through a variety of social media platforms	Feedback from social media platform data	Maraia Watson and Pam Brown	30/09/2019		
	1.3	Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed	Use the external website to highlight case studies of using different pathways	Feedback from local organisations	Pam Brown	30/09/2019		
	1.4	When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse	Increase liaison with local colleges and schools to increase hard to reach groups	Data on diversity of schools and colleges contacted	Barabara Kozlowska	30/09/2019		
	1.5	Screening, vaccination and other health promotion services reach and benefit all local communities	Support local community health promotion initiatives	Feedback from community organisations	Nathan Hudson	30/09/2019		
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	Improve availability of diversity data in all areas of service users	Better data analysis	Rachael Bellini	30/09/2019		
	2.2	People are informed and supported to be as involved as they wish to be in decisions about their care	Consider the needs of people who don't or can't use IT	Increase accessibility options	Maria Watson	30/09/2019		
	2.3	People report positive experiences of the NHS	Show evidence that we have heard patients concerns and changed what we have done as a result learning the lessons and make sure patients are given feedback	Monitor increase in data collection	Marie Capper	30/09/2019		
	2.4	People's complaints about services are handled respectfully and efficiently	Undertake a survey of PALS responses	Decrease in number of complaints	Marie Capper	30/09/2019		
A representative and supported workforce	3.1	Fair NHS recruitment and selection processes lead to a more representative workforce at all levels	Provide comparator recruitment data across the Protected Characteristics <ul style="list-style-type: none"> • Gender • Ethnicity • Disability • Age This will enable the Trust to view progress	Year on year increase of a workforce across protected characteristics	Rachael Bellini	30/09/2019		
	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	Review of Gender Pay Gap report	Reduction of gender pay gap and implementation of the action plan	Rachael Bellini	30/09/2019		

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	3.3	Training and development opportunities are taken up and positively evaluated by all staff	Under represented group are encouraged and made aware of development opportunities. • Analyse data on training attendance to determine diversity of attendees	Diversity data is analysed and reported on	Barbara Kozłowska	30/09/2019		
	3.4	When at work, staff are free from abuse, harassment, bullying and violence from any source	• Pilot body cameras • Training on Bullying & Harassment face to face • Investigation analysis on reported cases	Reduction in numbers of complaints recorded	Nathan Hudson	30/09/2019		
	3.5	Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives	• Publicise and market the types of Flexible Working open to staff.	Produce data of the take up of different types of flexible working	Carla Beechey	30/09/2019		
	3.6	Staff report positive experiences of their membership of the workforce	• Analysis of Staff survey data	Improved survey results	Barbara	30/09/2019		
Inclusive leadership	4.1	Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations	Board routinely discuss D&I initiatives and attend national and regional networks on D&I.	The CEO and Chair attend and Chair the AACE group	Chair	30/09/2019		
	4.2	Papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are to be managed	All reports to include both a quality and equality impact assessment	Review of reports on a quarterly basis	Phil Higgins	30/09/2019		
	4.3	Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination	Training in diversity & inclusions to be rolled out to all hubs including mental health and BME communities	Training	Rob Cole and Nathan Hudson and Pam Brown	30/09/2019		