

Update of action taken by County Durham and Darlington NHS Foundation Trust following Equality Consultation Oct 2010

What you told us	Action taken (as at Aug 2011)
No priorities given to protected characteristics to allow level playing field	Our new Equality Strategy now covers all the protected characteristics covered under the Equality Act 2010.
Equality and diversity should be a core value	Our core values are currently under review in light of our integration with community health
We need to be better at not just listening but also taking action and building feedback into action plans that can be monitored.	Feedback from consultation built into Equality Strategy/equality action plan which is monitored by our Equality, Diversity and Human Rights Steering Group which meet bi-monthly.
Need better communication and liaison regarding patients equality needs and also this information to transfer when they are discharged into the community	More joined up working will now take place with the integration of community health and the Foundation Trust. The Trust has a new clinical strategy which will align pathways of care and bring care closer to home. The Trust is currently consulting on new organisation structures to support this new way of working.
More joined up working is needed around learning disabilities	The Trust has a learning disabilities task group which includes external stakeholders (e.g. Tees Esk and Wear Valley representative, Acute Liaison Nurse, service user etc.) who work on an action plan following the annual self assessment of the objectives set out in Valuing People Now. The Trust has accepted two CQUIN targets this year on learning disabilities one on flagging and the other on pathways of care. We involve service users in staff training. The Trust has developed and implemented the hospital passport scheme which patients can use across all services.
More car parking spaces for disabled patients	The Trust has in excess of the 6% required disabled car parking spaces. At the Durham hospital site there are 45 (18%) accessible disabled spaces, at Darlington there are 23 (12%), Bishop Auckland 19 (8%) and Chester-le-Street 6 (15%). On all hospital sites disabled badge holders displaying their

	<p>badge can also park in the public car park without charge. Construction is currently underway to extend the public car parking provision at the Darlington hospital site to increase the available spaces by 50 of which 2% will be accessible disability bays.</p>
<p>More monitoring and publishing of equality data in relation to staff and service user complaints</p>	<p>The Trust has produced and published an equality workforce monitoring data report (see our website equality and diversity section) and a complaint monitoring report is currently being prepared to be published.</p>
<p>Educate staff better about specific equality issues such as such as deaf patient needs, specific faith issues re birth and death etc.</p>	<p>The Trust has revised and updated the training programmes on equality and diversity and now the equality and diversity e-learning module is essential training for all staff not attending a face to face session. Staff have access to fact files on various equality issues and sign post to specialist information via our staff intranet site. The Trust is hosting 2 staff open events in November to coincide with interfaith week to raise awareness about specific faiths and health/care related issues.</p>
<p>Improve communication when having one to one consultations with patients where English is not the consultants first language</p>	<p>All new overseas Doctors are invited to attend a special overseas doctors induction programme with the Deanery. Medical Education assess all new doctors joining the Trust to consider any specific needs or additional support which needs to be put in place. Member of the Medical Education team now qualified to teach English as a second language and can support new employees including doctors whose first language is not English and require additional support to communicate.</p>
<p>Invest more in religion and belief and multi-faith approaches driven by engagement with local faith leaders.</p>	<p>A full audit of what investment is needed for the various sites across the Trust and a priority implementation plan has will feed into the wider estates and facilities plans for the Trust.</p>
<p>Use a variety of mechanisms to communicate information such as social networking sites but don't just rely on internet.</p>	<p>The Trust uses a wide variety of different method of communication with the public including website, public consultations, our annual general meeting, circulating our newsletter via our members links and through community groups, press releases to local newspapers, in County Council newsletters and magazines, through meetings with other stakeholders. We are also currently piloting the use of social networking sites for a few services within the</p>

	Trust and if successful may be used more widely in the future.
Patient Leaflets need to be more accessible in different formats	The top 10 surgical procedures have now been designed in an easy read version and plans are in place to develop easy read versions for all patient leaflets. Patient leaflets in other languages and formats e.g. Braille are translated on a request basis.
Volunteering and work experience programmes to be used to attract young people into the NHS to include workplace opportunities for people with disabilities.	The Trust has in place volunteering and work experience programmes which would also be open to any person with a disability. Each placement is risk assessed and where necessary reasonable adjustments would be made.
Equality Impact assessments need to involve service users and unions, be evidence based and conducted on all service changes	Equality impact assessment documentation and guidelines have been updated to reflect this and changes from the Equality Act 2010.
Continue to learn and share good practice with NHS and other organisations.	NHS staff continue to attend joint networks and forums to share and learn good practice from other organisations
Provide better information/justification where treatments are not offered due to age	Healthcare staff are required to provide information/justification where treatments are not offered for whatever reason including age, therefore issues where this is not happening need to be raised on an individual basis with specific service managers or via the patient experience team.
Meet the communication needs of deaf/hearing impaired community through providing more variety in how patients can contact the Trust to rearrange appointments or request an interpreter and confirm with the patient once an interpreter has been arranged.	Internal Trust procedures have been amended to ensure Trust staff confirm to patients that interpreters have been arranged and where possible provide the details of the interpreter expected. The Trust Outpatient Review Group and information governance team have approved the setting up of an appointments email address for patients to use to contact the Trust. But the letters all need to be changed on Camis and NHS mail accounts set up for the appointments staff.