

Consultation Summary

1. Conclusion from October 2010 Consultation Events

Overall the feedback from staff and public was positive about how CDDFT meets the needs of various different equality groups within our local community. However the following themes were raised on where we need to focus our effort and how we need to improve in the future:

- No priorities given to protected characteristics to allow level playing field
- Equality and diversity should be a core value
- We need to be better at not just listening but also taking action and building feedback into action plans that can be monitored.
- 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 is needed around learning disabilities
- More car parking spaces for disabled patients
- More monitoring and publishing of equality data in relation to staff and service user complaints
- Educate staff better about specific disabilities such as deaf, specific faith issues re birth and death
- Improve communication when having one to one consultations with patients where English is not the consultants first language
- Invest more in religion and belief and multi-faith approaches driven by engagement with local faith leaders.
- Use a variety of mechanisms to communicate information such as social networking sites but don't just rely on internet.
- Patient Leaflets need to be more accessible in different formats
- Volunteering and work experience programmes to be used to attract young people into the NHS and provide workplace opportunities for people with disabilities.
- Equality Impact assessments need to involve service users and unions, be evidence based and conducted on all service changes
- Continue to learn and share good practice with NHS and other organisations.
- Provide better information/justification where treatments are not offered due to age
- 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.

Some of the issues raised were outside of the remit of this consultation. The issues are important feedback and will be forwarded to the Patient and Public Involvement team:

- Clearer understanding of A&E service provision and which type of service to attend
- Separate rooms for patients with certain health conditions
- Communication team too small
- Communication re UCC's – to improve provision of ED services/waiting times
- BAGH (part time public not happy)

2. Action Plan from Consultation

Action to be taken	Responsible person	Timescale
Incorporate feedback regarding equalities monitoring form into standard monitoring form.	E&D Lead	November 2010
Ensure feedback is sent to participants in appropriate format/language.	E&D Lead	Jan 2011
Low response to consultation events across particular protected characteristic – look at ways to ensure inclusion of views	E&D Lead	Feb 2011
Consider hosting specific events for deaf community and people with Learning Disabilities via LD Parliament	E&D Lead	Feb 2011
Incorporate feedback from events into new scheme/strategy	E&D Lead	March 2011
Incorporate EDHR network consultation events feedback into revised scheme/strategy	E&D Lead	March 2011
Align scheme/strategy approach with new public sector duties under Equality Act 2010 once the final version is announced following government consultation	E&D Lead	Jan-March 2011
Start to integrate scheme/strategy and action plan with Department of Health Equality Delivery System performance management approach	E&D Lead	May 2011

3. Further Considerations

NHS North East Strategic Health Authority is working with the Equality, Diversity and Human Rights (EDHR) Leads Network to consult with staff side and the public on a new revised template which will also incorporate the new Department of Health Equality Delivery System (see below). An event was held on 16 November 2010 with staff side leads which concentrated on workforce issues and staff engagement. Further events are being planned in 2011 to engage and involve the public via LINKs.

The Governments consultation on the public sector duties part of the Equality Act 2010 concluded in November 2010 and guidance from the government was circulated late January 2011 detailing what the new public sector duties will be from April 2011. This requires public sector organisations to publish information on how it is meeting the three general duties and evidence and information of equality analysis by 31 July 2011 and equality objectives by April 2012.

Work is ongoing with the regional EDHR Leads Network to map across the SHA Performance Framework to the Equality Delivery System and identify major gaps and preparing an implementation plan to progress the EDS within the North East patch.

The formal consultation for the DH Equality Delivery System is expected to start in late January/early Feb for 12 weeks, meaning that the EDS may not be launched until late May or early June 2011 which will alter our milestones when action planning.