

**Equality Action Plan – Services and Communities**

**2021-2022**

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| **Trust Name:** | **RY2 Bridgewater Community Healthcare NHS FT** | **Trust DoP&OD:** | **Paula Woods** | **Trust EDI lead:** | **Ruth Besford** |
| **ICS Name:** | **n/a** | **ICS HR Lead:** | **n/a** | **ICS EDI lead:** | **n/a** |

| **Action Set 5 – Services and Communities** | | |
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| **Objective – Accessible and inclusive services for all our communities**  **Achievements:**   * **Patient and community engagement embedded in Trust** * **Co-design of services business as usual** * **Continued achievement of high scores in Friends and Family Test** * **Patient experience feedback embedded** | | **Delivery Group:**   * **Bridgewater Engagement Group** * **Patient Engagement Group**   **Governance:**   * **Quality Council** * **Board** * **Cheshire and Merseyside Patient Equality Focused Forum**   **Links:**   * **NHS Long Term Plan** * **NHS Accessible Information Standard** * **Learning Disabilities Improvement Standard** * **Public Sector Equality Duty** * **Human Rights Act 1998** * **Armed Forces Bill** * **NHS Standard Contract** |
| **Outcomes:**   * **EDS2 – Goals 1 and 2** * **Merseyside & Cheshire d/Deaf Action Plan delivery** * **Merseyside & Cheshire Armed Forces Friendly Action Plan delivery** * **Merseyside & Cheshire Transgender Action Plan delivery** | |
|  | **Action** | |
|  | Engagement:   * Refresh and re-start Bridgewater Engagement Group * Develop engagement and consultation strategy for patients and communities * Develop and deliver equality impact assessment training for service redesign and relocation * Develop links to ICS – Cheshire and Merseyside Health and Care Partnership * Establish patient group for d/Deaf and Deafblind patients – new group or part of Patient Partners | |
|  | Language Interpretation Standard:   * Ratify Language Interpretation Quality Standard developed across Cheshire and Merseyside * Procurement of language interpretation provider that meets Standard criteria in relation to equality * Refresh policy and procedure for language interpretation, checking booking process clarity * Review process for confirming booking to patient requiring * On demand and pre-booked video interpretation in new contract – check that UTC and other ‘drop-in’ services have tech to access, i.e. pad or laptop * Updated communications campaign for new contract * Resources refresh for new contract * Service/patient satisfaction feedback process developed and implemented | |
|  | House Writing Guide:   * Review and update Trust House Writing Guide against accessibility standards and recommendations. * Improved use of Browsealoud for service provision of accessible information * Review website content accessibility * Update accessibility statement on all standard documents to specify BSL | |
|  | Transgender:   * Deliver action plan in relation to draft policy and procedure * Ratify the Cheshire and Merseyside Gender Reassignment policy and procedure for patients and workforce * Increase staff awareness and understanding of supporting trans individuals effectively | |
|  | Learning Disability Improvement Standard:   * Self-assessment - annual * Establishment of working group * Implementation of action plan | |
|  | Navajo Re-assessment:   * Re-assessment of Navajo Charter for LGBT+ * Refresh Trust action plan following re-assessment | |
|  | Armed Forces Friendly:   * Development of business case and action plan * Signing of Armed Forces Covenant * Commitment to Veterans Aware accreditation * Patient records * Communications * Training * Engagement | |
|  | Reasonable Adjustments:   * Review patient records systems for recording and flagging adjustments * Review service process re patient contacts through journey; develop action plan to address identified gaps in meeting accessibility needs in these – particularly appointment and results letters * Review digital strategy for equality and accessibility * Ratify Reasonable Adjustments for Patients Policy and Procedure developed by Cheshire and Merseyside Equality Collaborative (create separate for language interpretation, see below)   *See also house writing guide, language interpretation standard, and learning disabilities improvement standard* | |
|  | d/Deaf Action Plan   * Deliver action plan in relation to Deaf community engagement in Cheshire and Merseyside      * Deaf awareness training for key staff * Review complaints process for BSL accessibility * *See actions in orange throughout* | |

Action Sets 1 - 4 which sets out our action plan for workforce can be viewed on our webpage at <https://bridgewater.nhs.uk/aboutus/equalitydiversity/equalityact2010/>