

**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**
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| **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**
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|  | **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
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|  | 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
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|  | 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
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|  | 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
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|  | Learning Disability Improvement Standard:* Self-assessment - annual
* Establishment of working group
* Implementation of action plan
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|  | Navajo Re-assessment:* Re-assessment of Navajo Charter for LGBT+
* Refresh Trust action plan following re-assessment
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|  | 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
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|  | 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*
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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/>