

East Sussex Hospitals NHS Trust

Equality Scheme Discussion Guide

2010 - 2013

This document is available in alternative formats upon request, such as large print, electronic and community languages. Please contact the Equality and Human Rights Manager:

equality@esht.nhs.uk

Telephone - 01323 417400 ext. 3085

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Introduction

East Sussex Hospitals NHS Trust's vision is to be the first choice provider of excellent healthcare services in East Sussex.

This means offering the best possible care for local people that is accessible to them and responsive to their needs, provided by high quality and skilled staff using the most modern techniques and equipment in comfortable clean surroundings and with confidence about the experience and outcome that each patient will have.

In order to meet our vision we must address patterns of persistent health and employment inequalities that touch us all at some point in our lives. Many of our patients are elderly and have long-term health needs which must shape our services. To help us achieve this we have legal obligations to promote equality, eliminate discrimination and promote good community relations on the grounds of race, disability and sex. This is our second equality scheme that sets out how we aim to do this. The scheme covers the period 2010 to 2013.

The scheme describes how the Trust will meet its obligations to put equality at the heart of everything we do. The Trust has extended the scope of this scheme beyond our narrow legal obligations to also include: age, religion and belief and sexual orientation. The scheme also includes protecting and promoting human rights and freedoms.

The focus now is to begin a process of talking to and involving lots of people: patients, carers, residents, community organisations and staff through consultation and engagement events. The results of these will be used to inform the finished Equality Scheme published later in 2010.

This discussion guide is designed to provoke and encourage your thoughts and comments on our main priorities. We look forward to hearing from you.

Darren Grayson Chief Executive

Engaging People

Consultation and engagement are the means by which the Trust ensures the participation of people who are interested or affected by the health care we provide and our other work.

The Trust will proactively engage with organisations and individuals across East Sussex in developing our equality scheme, encompassing the public, community and voluntary sectors. We will also seek the views of patients, carers, other service-users, residents and staff.

A series of engagement events and opportunities will take place to listen to the voices of people from diverse groups to feed into the equality scheme. An update on the outcome of involvement activities will be included in the final version of this scheme.

An online consultation will take place between May and June 2010 on our website www.esht.nhs.uk/consultations. The results will feed back into the scheme's finished version.

The process and results of the engagement events and consultation will be as transparent as possible with the notes and feedback published on the website and shared with participants. Whilst some limited personal details will be collected to help the effectiveness of the scheme, your comments will be made anonymous when published.

The equality scheme is not set in stone; it is a living document and subject to ongoing and annual review which will involve people to ensure voices and messages are not lost or overlooked. More information on this is included in the section 'How to get involved' on page 10 below.

Question 1

Do you have any suggestions on how the Trust can better talk to people, communities and organisations about the scheme and how it can improve the way it shares information?

About the Trust

The Trust was formed when two smaller Trusts on the south coast merged back in 2002. The Trust is the largest provider of hospital services in East Sussex, which has a population of about 500,000.

The Trust provides a thorough range of acute hospital services from two main sites: the District General Hospital (DGH) in Eastbourne, and Conquest Hospital in Hastings.

Surgery, different therapies, diagnostics (services to support staff identify patients' health problems), maternity services led by midwives and outpatient services are also provided in five other community hospitals in: Bexhill, Crowborough, Lewes, Rye and Uckfield.

Doctors who work for the hospital also run special health clinics in some local GP buildings. The Trust also employs midwives to work in and around East Sussex's neighbourhoods. It also provides special care for children (paediatrics), patients with diabetes, patients recovering from surgery on their muscles and bones (orthopaedics) and cancer care in patient homes.

The Trust also supplies its services to other NHS Trusts, health organisations and the government. These include services that look after buildings and land, money and the law, getting rid of rubbish and also assistance for workers.

We have a separate arm called 'Eastbourne Hospital Services' (EHS). It has a large laundry, a building that cleans dirty equipment so that it is safe and sterile and also a building that makes medicines.

The Trust gets most of its money from two local organisations: NHS East Sussex Downs and Weald (ESDW); and NHS Hastings and Rother (H&R). These organisations are called Primary Care Trusts and they buy your healthcare in our hospitals on your behalf.

Health Service Delivery

East Sussex Hospitals NHS Trust provides many different health services, supported by a wide range of related services and functions, including employment. They are:

Clinical Support and Diagnostic

Admission and discharge lounges	Bed management
Cancer data team	Endoscopy (a medical device for seeing inside people)
Infection control team	Intravenous (IV) Team (veins)
Medical illustration	Night practitioners
Outpatient services	Pathology (study of disease)
Pharmacy (medicines and drugs)	Radiology (x-rays and other radiation)
Therapies	

Emergency and Acute Medicine

Cancer / palliative care (end of life)	Cardiology and Stroke Services (heart and heart disease)
Dermatology (skin)	Diabetes and Endocrinology (hormones)
Elderly care	Emergency medicine
Gastroenterology (the digestive system)	Haematology (blood diseases)
Neurology (brain and nervous system)	Oncology (cancer)
Respiratory medicine (lungs and breathing)	Rheumatology (muscles and joints, including arthritis)

Surgery and Anaesthetics

Anaesthetics (substances that stop you feeling things before surgery)	Breast care
Colorectal surgery (colon)	Day Surgery
ENT (Ear, Nose & Throat)	General surgery
Intensive care	Ophthalmology (eyes)
Oral and Maxillofacial Surgery (mouth and face)	Pain management
Plastic Surgery	Resuscitation Service (Education and Training)
Theatres	Trauma and orthopaedics (muscles and bones)
Urology (urinary tract)	Vascular surgery (veins)

Women and Children

Children's Services	Obstetrics and Gynaecology
	(maternity)

Health related services and functions

Clinical Practice

Complaints and Legal Services	Risk Management
Health and Safety	Voluntary Services
Clinical Effectiveness (Audit / Research)	Bereavement Services
Nursing Management	Chaplaincy
Patient Experience and Public Involvement	Patient Advice and Liaison Service (PALS)

Corporate Affairs

Communications	Compliance
Emergency and Business Continuity	Equality and Human Rights
Foundation Trust and Membership	Information Management and Technology
Secretariat	

Estates and Facilities

Arts in Healthcare	Staff Sports and Social Club		
O			
Operational Patient Services (Facilities	Operational Patient Services (Facilities)		
Housekeeping	Portage		
Postal Services	Waste Disposal		
Security (and ID Cards)	Parking		
Catering Services	Healthy Transport		
Administration and Help Desk	Residential Accommodation		
Switchboard & Telecommunications	Patientline		
Reception Services (Eastbourne)			
0 1/5 1/5 1 1			
Operational (Estates)			
Building and Engineering Maintenance	Grounds & Gardens		
Energy & Environmental Management			
Electronics and Medical Engineering (EME)			
Electronics and Medical Engineering (EME) Maintenance / Libraries / Training			

Business Services (Facilities)		
Sterile Services	Laundry Services and Textilecare	
Pharmacy Quality Control & Manufacturing	Transport & Courier Services	
Patient Transport Service (PTS)	Quality Management & Accreditation	
Property and Design Services (Estates)		
Property Management	Design Services	
Fire Safety	Primary Care Trust Estates and Property Support	

Finance

Financial Planning	Fraud
Income and Budget Management	Purchasing and Supplies
Charitable Funds	Hospitality and Sponsorship
Efficiency and Turnaround	

Performance and Strategy

Clinical Coding	Performance & Management Information
Health Records	

Employment

Human Resources

Agenda for Change	Pensions
Child and Family Care (and crèche)	Recruitment and Retention
Workforce Information and Planning	Employee Relations
Learning and Development	Occupational Health
Library Services	Medical Staffing
Payroll	

Our new **Equality Scheme**

Our approach

The Trust is legally required to promote equality and eliminate discrimination and harassment linked to disability, gender and race. We also have to promote good relations between different groups. Because we expect the laws to change soon, we are broadening these duties to cover: age; religion and belief; and sexual orientation. We also have separate duties to protect and promote human rights.

The job of our new equality scheme

- 1. The equality scheme sets out how we intend to meet the legal requirements summarised above
- 2. Makes sure that we listen and engage with employees, patients, carers, service-users, residents and other interested parties in an accessible and meaningful way (See the section 'How to get involved' on page 10)
- Sets out how we will gather evidence of health, employment and other inequalities in our services and functions
- 4. Lays out an action plan to promote equality, community relations and human rights, and also to eliminate discrimination.

Equality scheme priorities

The new equality scheme (2010-2013) has an important role in not just communicating these priorities but making sure equality is at the Trust's heart. All of our patients are of equal value and this is crucial to tackle health inequalities, discrimination and barriers within health services:

Equality in health service delivery

- We will put all patients first measurably. All people within our patch should be able to access or be referred to services that respond to their unique circumstances and which respect their dignity
- We will assess and treat people in different ways to meet their different needs. We will offer patients choices relating to their care and their medical treatment.

Equality in related services and functions

- We will identify and increase the survivability to illness and injury for different patients. We will look at patterns, themes and concerns by what makes us different, so that we may improve the care we give to all people
- We will focus on the experiences and outcomes for people with long-term health conditions and by disability, different age groups, sexes and gender identity, ethnic groups and nationalities, religion and beliefs, and also sexual orientation. We will establish monitoring systems to measure our performance
- We will listen to our patients, their carers, relatives and visitors and our staff, including when their experience does not meet their expectations. We will listen to communities, groups and our partners and keep abreast of the latest developments
- We will take the initiative to improve the care we offer and remove any barriers that we find, whether related to the hospital environment, our buildings and its surroundings, or related to care, medical treatment and information
- We will have the right services delivered in the right way, in the right place at the right time, for all of our patients through effective planning. Savings made will be ploughed back into patient care. We will make sure that contractors providing goods, facilities and services to us and on our behalf promote equality

 We will train staff on equality and human rights impact assessments, the general equality duties and the implications of these for their work.

Equality in Employment

- We will improve our workforce monitoring and analysis systems, including examining the differences between pay for men and women and between other groups
- We will encourage a more representative workforce by supporting staff develop
- We will make sure that equality is part of everyone's job descriptions, learning and development, and performance appraisals.

Question 2

Do you have any general comments on the approach we are taking to our new equality scheme?

Question 3

Are there any other priorities you think we should include in our equality scheme relating to...?

- Health service delivery
- Related services that help us deliver those health services (e.g. finances, facilities, PALS etc)
- Employment

Question 4

Are there any other improvements the Trust can make to ensure equality is promoted in all of the things that we do?

How to get involved

Equality Scheme Feedback

We welcome feedback on any aspect of our equality scheme. You can do this by contacting us using these details:

Email: equality@esht.nhs.uk

FREEPOST RRKL-CTCS-BUBJ
East Sussex Hospitals NHS Trust
NHS Foundation Trust Office
Eastbourne, BN21 2UD

Phone: 01323 417400 x3085

Getting more involved

Engagement Events

There will be a number of engagement events in 2010, to find out more check out our website: www.esht.nhs.uk/equality.

Health Equality Groups

We want to set up health equality groups to help us judge the equality scheme's ongoing success. We would like groups to include: carers, patients, residents, clinicians and community organisations. If you are interested, please tick the boxes for the groups you would like to receive more information about and let us know how to get in touch:

Name:		
Are you responding as?	Representative of an organisation	An Individual
Age	Disability	Gender
Religion and Belief	Sexual Orientation and Trans	Race
Preferred contact details:		



Equality Scheme 2010-13 Consultee Monitoring Form & Guidance

The form itself is on the next page overleaf. Below is brief guidance.

Improving Healthcare

Every individual has a unique identity, and the form on the next page provides a sensitive way to gain a broad portrait of the people we serve.

This form is not about placing you under a spotlight, or at a disadvantage. The results will help us better understand a wide range of services to:

- Remove unfairness and barriers
- Improve experiences of health care
- Improve our understanding of people to plan more effectively
- Demonstrate the effectiveness of hospital services and policy.

Privacy and Confidentiality

Some of the information asked for is sensitive – so the questions are **voluntary**. If you would prefer not to disclose, please select 'Prefer not to say' where appropriate.

Information you disclose will be stored securely and in confidence on our database. Only the Equality and Human Rights Manager within the Corporate Affairs directorate will have access to your individual details. Any reporting of the data will be anonymous.

Form Questions Guidance

Q2. Sex

Please select either male or female. Additionally, if appropriate please select whether you consider yourself to be transsexual.

Q3. Sexual Identity

Please tick one box that describes your sexual identity. We understand that this can be very personal information, but asking

this question is a first step towards fully inclusive hospitals free from fear and prejudice.

Q4. Belief

Please choose one option that best describes your beliefs. If it is not listed, please write it in the space provided.

Q5 and Q6 – Health and Disability

Please work your way through these questions, following the instructions.

A disability includes any physical or mental health problem which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities.

- Substantial means any effect more than minor or trivial
- (i) Long term is anything that has lasted or is likely to last at least 12 months
- Normal day-to-day activities mean anything done on a daily or regular basis.

Disability includes health problems even when you take measures to treat or correct it, e.g. medical treatment, aids or prosthetics.

Disability also can include long term illness and condition(s) such as cancer, HIV infection, diabetes, chronic heart disease, epilepsy, arthritis etc.

Q7. Ethnic Origins

Choose **one** section from A to E, then tick **one** box to best describe your ethnic group or background.

Please return your form:

FREEPOST RRKL-CTCS-BUBJ

East Sussex Hospitals NHS Trust NHS Foundation Trust Office Eastbourne, BN21 2UD

Email: equality@esht.nhs.uk

Q1. Date of Birth: (DD / MM / YYYY)	Q7. What is your ethnic group?		
	Choose one section from A to E ; then select one box to best describe your ethnic group or background		
Q2. Sex and Gender	A White		
Female Male	English / Welsh / Scottish / Northern Irish / British		
Do you, or have you ever	Irish		
considered yourself as Trans?	Gypsy or Irish Traveller		
Q3. Which best describes you?	Any other White background, write in:		
Heterosexual or Straight			
Gay or Lesbian	B Mixed / multiple ethnic groups		
Bisexual	White and Black Caribbean		
Other	White and Black African		
Prefer not to say	White and Asian		
Q4. What is your belief?	Any other Mixed / multiple ethnic background, write in:		
No Religion			
Buddhist	C Asian / Asian British		
Christian (all denominations)	Indian		
Hindu	Pakistani		
Jewish	Bangladeshi		
Muslim	Chinese		
Sikh	Any other Asian background, write in:		
Prefer not to say			
Any other belief, write in:	D Black / African / Caribbean / Black British		
	African		
Q5. Do you have any physical or	Caribbean		
mental health condition(s) or illnesses	Any other Black / African / Caribbean background, write in:		
that have lasted, or are expected to last, for 12 months or more?	— WIRE III.		
Yes (more than minor or trivial)	E Other Ethnic Group		
No	Arab		
Prefer not to say	Any other ethnic group, write in:		
If you chose 'No' in Q5 go to Q7			
Q6. Does this condition(s) or illness affect you in any of the following areas?			
Vision (e.g. due to blindness or part	tial sight)		
Hearing (e.g. due to deafness or pa	Hearing (e.g. due to deafness or partial hearing)		
Mobility, such as difficulty walking short distances, climbing stairs, lifting & carrying objects			
Learning or concentrating or remembering			
Mental Health (e.g. depression or anxiety)			
Stamina or breathing difficulty			
Social or behavioural issues (e.g. Autism, Attention Deficit or Aspergers' Syndrome)			
Other impairment(s) (please state)			