

NHS Equality Delivery System 2022 EDS Report and Action Plan

February 2023

DRAFT

Contents

Equality Delivery System for the NHS.....	2
---	---

Equality Delivery System for the NHS

The EDS Reporting Template

Implementation of the Equality Delivery System (EDS) is a requirement on both NHS commissioners and NHS providers. Organisations are encouraged to follow the implementation of EDS in accordance EDS guidance documents. The documents can be found at: www.england.nhs.uk/about/equality/equality-hub/patient-equalities-programme/equality-frameworks-and-information-standards/eds/

The EDS is an improvement tool for patients, staff and leaders of the NHS. It supports NHS organisations in England - in active conversations with patients, public, staff, staff networks, community groups and trade unions - to review and develop their approach in addressing health inequalities through three domains: Services, Workforce and Leadership. It is driven by data, evidence, engagement and insight.

The EDS Report is a template which is designed to give an overview of the organisation's most recent EDS implementation and grade. Once completed, the report should be submitted via england.eandhi@nhs.net and published on the organisation's website.

NHS Equality Delivery System (EDS)

Name of Organisation	Wye Valley NHS Trust	Organisation Board Sponsor/Lead		
		Geoffrey Etule Chief People Officer (CPO) WVT		
Name of Integrated Care System	Herefordshire and Worcestershire			

EDS Lead	David Morgan	At what level has this been completed?		
			*List organisations	
EDS engagement date(s)	October 2022 – internal review November – check and challenge Nov-Jan 2023 – engagement and review Feb 23 - publication	Individual organisation	WVT NHS	

Date completed	13 February 2023	Month and year published	Feb 2023
Date authorised	Feb 2023	Revision date	Meet the 23/24 reporting cycle – Feb 24 publication

Completed actions from previous year	
Action/activity	Related equality objectives
EDS 2 Not published by the Trust for some time	Captured in the following standards and action plans: Workforce Race Equality Standard; Workforce Disability Equality Standard Midlands Workforce Race Equality and Inclusion Strategy; Gender Pay

Link to [EDS Rating and Score Card Guidance](#)

Please refer to the Rating and Score Card supporting guidance document before you start to score. The Rating and Score Card supporting guidance document has a full explanation of the new rating procedure, and can assist you and those you are engaging with to ensure rating is done correctly

Score each outcome. Add the scores of all outcomes together. This will provide you with your overall score, or your EDS Organisation Rating. Ratings in accordance to scores are below

Undeveloped activity – organisations score out of 0 for each outcome	Those who score under 8 , adding all outcome scores in all domains, are rated Undeveloped
Developing activity – organisations score out of 1 for each outcome	Those who score between 8 and 21 , adding all outcome scores in all domains, are rated Developing
Achieving activity – organisations score out of 2 for each outcome	Those who score between 22 and 32 , adding all outcome scores in all domains, are rated Achieving
Excelling activity – organisations score out of 3 for each outcome	Those who score 33 , adding all outcome scores in all domains, are rated Excelling

Domain 1: Commissioned or provided services

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
Domain 1: Commissioned or provided services	1A: Patients (service users) have required levels of access to the service	<p>The Trust needs to be fully compliant with the Accessible Information Standard and this is on the Trusts Risk Register.</p> <p>Does the Trust hold accurate and up to date data (was up to date as at 2018/pre covid) regarding Health Inequalities and the demographic of the patients within the County who might need to access the range of services.</p> <p>Understanding Herefordshire (linked here) is not up to date.</p> <p>Latest Census (2021) data for the County is being published.</p> <p><u>Press release – 5 May 2021</u> 2021/012 Herefordshire patients to benefit from new faster cancer diagnosis technology Herefordshire patients can now benefit from new advanced technology recently introduced at Hereford County Hospital histopathology department, which will revolutionise processing of diagnostic cancer specimens and assist in patient cancer diagnosis.</p>	1	Stephen Heptinstall Professional Cancer Lead

		<p>Wye Valley NHS Trust (WVT) is one of the first hospitals in the region to introduce this latest technology which will assist in the more rapid detection of cancers including breast, kidney and colon.</p> <p>Link to press release web pages here</p>			
	<p>1B: Individual patients (service users) health needs are met</p>	<p>Holistic needs assessments are offered to patients with particular cancers as appropriate to the individual circumstances and diagnosis/prognosis. There are a number of processes followed to undertake this.</p> <p>Shared decision making and personalised care planning are in place - NICE Guidance is used to influence policy and practice.</p> <p>Macmillan Cancer Information and Support Service</p> <p>The service is based at The County Hospital, within the Macmillan Renton Unit.</p> <p>Who we are</p> <p>Macmillan Cancer Support and Wye Valley NHS Trust have worked together to develop the Macmillan Cancer information and support service in the Macmillan Renton Unit.</p> <p>We offer people affected by cancer access to good quality, comprehensive and appropriate information and support. You</p>	<p>1</p>	<p>Stephen Heptinstall Professional Cancer Lead</p> <p>Governance - Nat Simcock</p>	

		<p>may have cancer yourself, care for a friend or relative, work as a health professional, or simply want to know more about cancer.</p> <p>What we offer</p> <p>We provide free information, support and practical advice for anyone affected by cancer. We can offer you:</p> <ul style="list-style-type: none"> · Confidential one-to-one support · Information on all aspects of living cancer and treatments available · Information on diet and nutrition · Guided internet access · Access to relevant support and information <p>Some of our resources are available in different languages and formats, and are suitable for people with special needs.</p> <p>Link to web pages here</p>		
	<p>1C: When patients (service users) use the service, they are free from harm</p>	<p>One Herefordshire Cancer Board meets monthly and reported in to the STP (Now ICB) and is active. Data is reviewed.</p> <p>Cancer MDTs meet regularly to review newly diagnosed cancers. Annual AG to review issues, polices, procedures.</p> <p>Cancer Services has clear time lines that need to be met. Where these are not met, patients may face harm.</p> <p>Patients are on Pathways with set target dates which are tracked.</p>	<p>1</p>	<p>Kat Barker (Cancer Services Manager) /Amanda Radley (Deputy General Manager)</p>

		<p>Each multi-disciplinary team has a dedicated co-ordinator.</p> <p>Reports/stats on performance.</p> <p>Incident reports, complaints and concerns scrutinised and reviewed through a governance structure</p>		
	<p>1D: Patients (service users) report positive experiences of the service</p>	<p>Cancer Survey – randomised cohort of patients approached for feedback - (link here) sample Patients April-May-June.</p> <p>Needs to be promoted more/patients encouraged to complete</p> <p>WVT reviews the results</p> <p>Feeds back to committees</p> <p>WVT staff attend Cancer Support Groups - for example in Ross</p> <p>Liz Davies did a report in September 22</p> <p>Unclear on local/community/patient engagement - no current cancer patient experience/engagement group or service user involvement.</p> <p>What our patients have to say</p> <p><u>“My name is Caroline (pictured left below) and whilst undergoing chemotherapy at the Macmillan Renton Unit at Hereford County</u></p>	<p>1</p>	<p>Stephen Heptinstall Professional Cancer Lead</p>

		<p>Hospital, for breast cancer, I was faced with the recommendation by my oncologist to undergo Radiotherapy.</p> <p>Link to internet pages here</p> <p>WVT Quality Account linked here</p>		
Domain 1: Commissioned or provided services overall rating			4	

Domain 2: Workforce health and well-being

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
--------	---------	----------	--------	-------------------

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">main 2: Workforce health and well-being</p>	<p>2A: When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD and mental health conditions</p>	<p>Meetings with: Health@ Work (Occupational Health link here); Employee Assistance Programme (Health assured); HRBPs Herefordshire and Worcestershire Wellbeing Hub (linked here) Review Stats and statistics;</p> <p>WDES shows that a low number/percentage of staff disclose a disability or long term health condition to the Trust - would be instructive to ascertain whether the conditions listed 2a are reported upon.</p> <p>Review of Online resources. Whilst there are a range of tactical response in place these tend to be reactive in nature rather than strategic and proactive.</p> <p>There is information available on the Trusts Web pages reading some of the specific conditions listed - however this is not always</p> <ul style="list-style-type: none"> • well presented; • targeted to staff; • provided for staff with protected characteristics. <p>See the links below</p> <p>Obesity Diabetes Asthma</p>	<p>1</p>	<p>Geoffrey Etule Chief People Officer</p> <p>Daniela Locke Associate Chief People Officer</p>
---	---	---	----------	--

		<p><u>COPD</u> Mental Health Conditions (link to Mental Health First Aiders here) (link to OH intranet pages here)</p> <p>The Trust is reviewing its Occupational Health department in view of providing a more comprehensive wellbeing service.</p>		
	<p>2B: When at work, staff are free from abuse, harassment, bullying and physical violence from any source</p>	<p>WRES and WDES - 2021/2 data and reports to be published.</p> <p>In previous WRES and WDES reports and Staff Surveys, some staff have indicated that they staff face abuse, harassment and bullying and physical violence from colleagues, managers, patients and carers and that this is more likely to occur towards people with protected characteristics.</p> <p>A survey of Doctors in early 2022 highlighted some issues of Sexism in the workplace and the Trust is working with clinical leadership to address such issues.</p> <p>Data - Staff Survey Data - Datix Discussions with - Employee Networks Discussions -Trades Unions</p>	<p>1</p>	<p>Den McPherson (FTSU) Daniela Locke ACPO</p>

	<p>2C: Staff have access to independent support and advice when suffering from stress, abuse, bullying harassment and physical violence from any source</p>	<p>Data -WRES and WDES and Staff Surveys - both show some issues of concern for the Trust with respect to alleged bullying and harassment by patients/carers/colleagues and managers. Data -Staff Survey Data and discussion with Network - FTSU Stats/data - Datix Discussions - Employee Networks The Trust's <u>Dignity and Respect at Work Policy</u> is under review and at the EIA discussion (30/1/23) a wide range of issues were raised and mitigation(s) will be considered, Discussions - Trades unions Access to Employee Assistance Programme 24/7 (link here) Freedom to Speak Up Guardian (link here) <i>"At WVT the FTSU Guardian attends and reports to Open Board bi-annually. TMB Quarterly, execs monthly at informal Monday meeting and has monthly 1:1 with Exec for FTSU (CPO) Meetings with GM, Jane Ives and the NED for FTSU quarterly. The CEO will take calls from me as needed"</i> Link to West Mercia Police and support in high risk areas/times - ED for example. Prevention of Violence, Abuse and Harassment of Staff and Application of Sanctions Policy (link here) The Trust has a network of approximately 110 trained Mental Health First Aiders, publicised on the Intranet here. MHFAs are located in all divisions and locations and meet on a regular basis with the Chief People Officer. There will be a push to encourage people from different backgrounds to join networks like FTSU/MHFA and to get people to engage with the employee networks.</p>	<p>1</p>	<p>Daniela Locke ACPO</p>
--	---	---	----------	-------------------------------

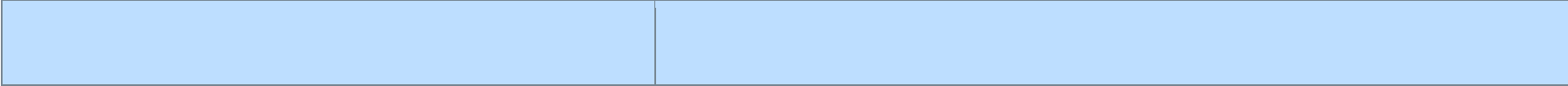
		The Trust has a work-stream around staff survey and bullying and harassment led by the Associate CPO		
	2D: Staff recommend the organisation as a place to work and receive treatment	<p>Data – 2021 National Staff Survey (Linked here)</p> <p>Discussions - Employee Networks/TUs</p> <p>Discussions - Staff survey</p> <p>WVT Web pages:</p> <p><i>Staff Friends and Family Test</i></p> <p><i>All staff working at Wye Valley NHS Trust have the opportunity to give their feedback confidentially via the Staff Friends and Family Test (FFT).</i></p> <p><i>This is the FFT question that staff are asked to give their feedback on at least once a year:</i></p> <p><i>Would you recommend this organisation to friends and family as a place to work or if they needed treatment?</i></p> <p>NHS England</p> <p>Staff Friends and Families Test (linked here)</p>	1	Daniela Locke ACPO
Domain 2: Workforce health and well-being overall rating			4	UNDEVELOPED

Domain 3: Inclusive leadership

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
Domain 3: Inclusive leadership	3A: Board members, system leaders (Band 9 and VSM) and those with line management responsibilities routinely demonstrate their understanding of, and commitment to, equality and health inequalities	<p>Three Execs hold Exec Sponsorship positions for the employee networks which started in 2020 and 2021:</p> <p>Geoffrey Etule, CPO – BAME Jane Ives, MD - LGBTQ+ Alan Dawson, Director of Strategy and planning - Disability</p> <p>Limited exposure/profile of other members of the exec team with respect to ED&I matters</p> <p>Engagement with L&D; Board papers Support at events CQC reports – well led Interviews with Execs</p>	1	<p>Geoffrey Etule CPO;</p> <p>Alan Dawson Director of Strategy and Planning</p>

	<p>3B: Board/Committee papers (including minutes) identify equality and health inequalities related impacts and risks and how they will be mitigated and managed</p>	<p>In October 2019 Trust Board considered and agreed an ED&I Strategy including an action plan, which would be overseen and reviewed by the Trusts' Inclusion Board.</p> <p>The EDI Strategy needs to be updated.</p> <p>Regular informal reports on progress are provided for the CPO to take to Trust Board.</p> <p>Trust to develop processes and procedures for reporting and acting on Health Inequalities</p> <p>The Trust to consider appropriate resources to actively support the ED&I agenda.</p> <p>Staff side reports - WRES/WDES/EDS2 strategy and action plans Annual ED&I report and plan Committee papers Patient facing/health inequalities Interviews with Execs</p>	<p>0</p>	<p>Geoffrey Etule CPO</p>
--	--	--	----------	--------------------------------

	<p>3C: Board members and system leaders (Band 9 and VSM) ensure levers are in place to manage performance and monitor progress with staff and patients</p>	<p>Staff side reports - WRES/WDES/EDS2 strategy and action plans Annual ED&I report and plan Committee papers Patient facing/health inequalities Interviews with Execs</p> <p>Lack of levers</p> <p>Needs more support, funding and resourcing for Employee Networks.</p> <p>Trust to invest in dedicated ED&I resource to support on this agenda</p> <p>Needs clearer line of sight on engagement with Health Inequalities and/or progress in this area</p> <p>Annual Gender Pay reports are produced and related action plans to be published</p> <p>The Trust to consider undertaking Ethnicity or Disability Pay reporting</p>	1	Executive Directors
Domain 3: Inclusive leadership overall rating			2	UNDEVELOPED
Third-party involvement in Domain 3 rating and review				
Trade Union Rep(s):		Independent Evaluator(s)/Peer Reviewer(s):		



EDS Organisation Rating (overall rating):

Organisation name(s):

Those who score **under 8**, adding all outcome scores in all domains, are rated **Undeveloped**

Those who score **between 8 and 21**, adding all outcome scores in all domains, are rated **Developing**

Those who score **between 22 and 32**, adding all outcome scores in all domains, are rated **Achieving**

Those who score **33**, adding all outcome scores in all domains, are rated **Excelling**

EDS Action Plan	
EDS Lead	Year(s) active
TBC	0
EDS Sponsor	Authorisation date
Geoffrey Etule, Chief People Officer	Feb 2023

Domain	Outcome	Objective	Action	Completion date
Domain 1: Commissioned or provided services	1A: Patients (service users) have required levels of access to the service	Meet CQC and healthcare EDI requirements	Divisional action plans	
	1B: Individual patients (service users) health needs are met	Meet CQC and NHS requirements	Divisional action plans	
	1C: When patients (service users) use the service, they are free from harm	Meet CQC and NHS requirements	Divisional action plans	
	1D: Patients (service users) report positive experiences of the service	Good experience as evidenced in patient and service user surveys	Improved patient and service user survey outcomes	

Domain	Outcome	Objective	Action	Completion date
Domain 2: Workforce health and well-being	2A: When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD and mental health conditions	Managers and staff are aware of the tools available to manage these health conditions	Communications plan - for example links to events and initiatives; highlight special events	31 December 2023
		Managers and staff access these tools and support	Update information on the Trusts web site	
		The Trust takes a proactive approach to managing and supporting staff with long term health conditions.	Increase numbers of staff disclosing LTCs and Disability	
		The Trust undertakes a proactive approach to wellbeing and health issues for staff with protected characteristics and reports on this.	Develop proactive approaches to a Wellbeing Service	

	<p>2B: When at work, staff are free from abuse, harassment, bullying and physical violence from any source</p>	<p>Develop, embed and act upon a Zero Tolerance approach, one where staff feel protected and supported.</p> <p>Managers and staff understand how to prevent, manage and respond to such incidents and how to be an 'active bystander'.</p> <p>Incidents are dealt with proactively and assertively.</p> <p>Accurate data is recorded and reported on and discussed at a senior level.</p> <p>Managers and staff who have behaved in this way towards colleagues will be managed supportively and assertively, irrespective of role or Band.</p>	<p>Close liaison and engagement with West Mercia Police to manage and address issues such as Hate Crimes.</p> <p>Publicise advice and guidance.</p> <p>L&D approaches – in Management and Leadership Development programmes</p> <p>Resources published on WVT Intranet pages</p> <p>Advice and guidance communicated to patients and carers</p> <p>Posters</p> <p>Comms strategy</p> <p>Policy and practice reviewed and developed in consultation with Staff Side and Employee Networks</p>	<p>31 August 2023</p>
--	--	---	--	-----------------------

	<p>2C: Staff have access to independent support and advice when suffering from stress, abuse, bullying harassment and physical violence from any source</p>	<p>Managers and staff understand the policies, support and different routes available to staff who have faced these issues.</p> <p>Groups who might not report such issues are encouraged to engage.</p> <p>Trust will report on such incidents.</p>	<p>Communications - themes through Trust Talk and on WVT Intranet Pages</p> <p>Case studies</p> <p>Raise profile of FTSU; Employee Networks; MHFA; HR; Staff Side with respect to providing such support.</p> <p>Highlight Employee Assistance Programme.</p>	<p>30 June 2023</p>
	<p>2D: Staff recommend the organisation as a place to work and receive treatment</p>	<p>Profile of WVT to be enhanced within the workforce.</p>	<p>Communications</p> <p>You said, we did publication</p> <p>Celebrations of good practice and feedback from patients</p>	<p>30 September 2023</p>

Domain	Outcome	Objective	Action	Completion date
Domain 3: Inclusive leadership	3A: Board members, system leaders (Band 9 and VSM) and those with line management responsibilities routinely demonstrate their understanding of, and commitment to, equality and health inequalities	Members of the Board to routinely and visibly support on the ED&I and/or Health Inequalities Agenda	Execs to take the lead on events and initiatives (some examples - Hereford Pride; Holocaust Memorial Day; South Asian Heritage Month)	31 August 2023
	3B: Board/Committee papers (including minutes) identify equality and health inequalities related impacts and risks and how they will be mitigated and managed	<p>There is a clear line of sight and governance for ED&I and Health Inequalities at the Trust</p> <p>The Trust has published ED&I and Health Inequalities Strategy and Action Plan - recognising the inter relationship between these agendas.</p> <p>ED&I and Health Inequalities are 'on the agenda' at Trust Board; Trust Management Board and Divisional Leadership meetings</p> <p>The Trust has a functioning, engaged and representative Inclusion Group.</p>	<p>Agreed structure for ED&I and Health Inequalities strategy, planning and delivery and reporting.</p> <p>Clearly identified resources to deliver on these agendas.</p> <p>Strong web presence and reporting processed</p>	31 December 2023

	<p>3C: Board members and system leaders (Band 9 and VSM) ensure levers are in place to manage performance and monitor progress with staff and patients</p>	<p>The Trust has resources in place to plan, deliver and report on ED&I and the Health Inequalities agendas.</p> <p>An ED&I Lead role is in place.</p> <p>A Health Inequalities Lead is in place</p> <p>Employee Networks are resourced and enabled.</p> <p>Lead role and Networks engage with and report to Inclusion Group, TMB and are invited to speak and challenge as appropriate.</p> <p>Strong engagement with the ICS and Region on both ED&I and Health Inequalities.</p>	<p>ED&I role – stand alone or combine with Health Inequalities.</p> <p>Staff are encouraged to attend, managers are encouraged to release them 'Facility time; for network Chairs. Network Budget.</p>	<p>30 April 2023</p>
--	--	---	--	----------------------

Patient Equality Team
NHS England and NHS Improvement
england.eandhi@nhs.net
