

# NHS Forth Valley Equality and Diversity Annual Report 2018





## **Welcome**

Welcome to the NHS Forth Valley's Equality and Diversity Annual Report 2017-18, which evidences actions to date in promoting equality and diversity within the organisation as identified within the NHS Forth Valley Equality and Diversity Mainstreaming Report and Outcomes for 2017-21.

We recognise and celebrate the fact that each of the patients we serve, and every member of staff who works for us, is a unique and valued individual with different needs and aspirations.

In the last 12 months, we have commenced on an exciting new journey in relation to integrating and embedding equality and diversity into all areas of NHS Forth Valley business.

As a healthcare provider and employer we remain committed to promoting equality, diversity and human rights for service users and our staff. We have endeavoured over the past year to make the best use of available resources, partnerships and the talent found across all communities and staff groups.

This annual report is intended to highlight:

- our successes during the last twelve months,
- our performance in relation to our statutory, mandatory and regulatory requirements, and
- our commitment to continue the journey of improvement in relation to equality, diversity and inclusion for all patients, service users and staff in the future.

We appreciate however that we still need to develop a greater understanding of our communities by encouraging more meaningful engagement and responding to their diverse needs.

**Professor Angela Wallace**  
**Director of Nursing & Executive Lead for Equality and Diversity**

## Contents

<b>1.</b>	<b>Executive Summary</b>	<b>4</b>
<b>2.</b>	<b>Introduction</b>	<b>5</b>
<b>3.</b>	<b>Meeting our Equality Act 2010 Specific Duties - progress</b>	<b>6</b>
	3.1 Equality Outcomes	
	3.2 Equality Impact Assessment (EQIA)	
	3.3 Award criteria and conditions in relation to public procurement	
	3.4 Information on members/board members gathered by the Scottish Government	
	3.5 Publish in a manner that is accessible	
	3.6 Duty to report on mainstreaming the equality duty	
<b>4.</b>	<b>NHS Forth Valley Equality &amp; Diversity 4 priority areas for Directorates</b>	<b>13</b>
<b>5.</b>	<b>Mainstreaming Equality: examples of actions completed</b>	<b>19</b>
	5.1 NHS Forth Valley Equality and Diversity Operational Group	
	5.2 Fair for All Group	
	5.3 Examples on how we are meeting the 'General Duty'	
	i. BSL Bill	
	ii. BSL Interpretation provision	
	iii. Improving data collection & usage	
	iv. Supporting staff meet the religious and faith needs of service users in inpatient care.	
	v. Supporting Communities Accessing Local NHS Services	
	vi. Communications, staff engagement and awareness of Equality & Diversity	
	vii. Keep Well	
	viii. Disability Equality Access Service	
	ix. Partnership work with Muslim Community (Falkirk)	
	x. Reporting Hate Incidents	
<b>6.</b>	<b>Patient &amp; Public Involvement</b>	<b>25</b>
	6.1 Patient Stories	
	6.2 Patient & Public Involvement	
	6.3 Review of Out of Hours Services in NHSFV	
	6.4 Realistic Medicine	
<b>7.</b>	<b>Employment Duties</b>	<b>27</b>
	7.1 Staff Policies	
	7.2 Modern Apprentice Programme	
	7.3 Recruitment and representative workforce	
	7.4 Staff Training	
	7.5 Supporting Transgender Staff in the Workplace Protocol	
	7.6 Stonewall Workforce Equality Index	
<b>8.</b>	<b>Success Stories and Initiatives completed during 2017-18</b>	<b>30</b>
	8.1 Health Promotion	
	8.2 NHS Forth Valley Dementia Care Team	
	8.3 Clackmannanshire Young Parent Project	
	8.4 Winner of Health & Wellbeing Volunteers Award the 6 <sup>th</sup> June 2017	
	8.5 Independent evaluation of NHSFV Gender Reassignment web page	
<b>9.</b>	<b>Conclusion</b>	<b>33</b>
<b>10.</b>	<b>Appendix:</b>	<b>34</b>
	A: Schedule of Reporting on Public Sector Duty	
	B: Faith and Belief examples	

## 1. Executive Summary

The purpose of this report is to:

- Provide assurance that NHS Forth Valley is meeting its legal requirements under the Equality Act 2010, including publishing information to demonstrate compliance with the public sector equality duty;
- Summarise progress made by the organisation on actions completed towards achieving its Equality Outcomes 2017-21 (published in April 2017);
- Report on progress made by NHS Forth Valley on achieving its four Equality and Diversity priorities for 2017/19;
- Demonstrate activities completed to meet our Employment Duties.
- Reflect on some of the success stories and initiatives completed during 2017 – 18

The report highlights the progress made in improving the experience of patients, service users and staff with characteristics protected by the Equality Act 2010.

Whilst progress is encouraging and is having a positive benefit, there is more work to be completed in order to further identify health inequalities for patients and for staff, and to embed and 'mainstream' equality and diversity within the organisations core activities.

The Equality and Diversity Outcomes (Section 3.1) and the four equality priorities identified (Section 4) evidences the continuous improvement programme of work for completed to date and from 2018/21 and beyond.

## 2: Introduction

The Equality Act 2010, places key duties on statutory organisations that provide public services. To be compliant NHS Forth Valley must meet the General and Specific Duty.

The equality groups (protected characteristics) identified in the Act is as follows: age; disability; gender; gender reassignment; marriage and civil partnership, pregnancy and maternity, race; religion or belief; sexual orientation.

The NHS Forth Valley Mainstreaming Report and Outcomes 2017-21 published in April 2017 set out how we will meet the equality duties, as set out in the Equality Act 2010, by putting the patient and our staff at the heart of everything we do.

Our aim has been to move beyond legal compliance and to support the organisation to initiate best practice and to improve both working and service conditions, and health outcomes.

As a listed authority we are required to publish a report on the progress we have made to make the general equality duty integral to the exercise of our functions, so as to better perform that duty. These should be published at intervals of not more than two years.

NHS Forth Valley has made the decision to produce an **interim** annual report which is intended to highlight:

- our successes during the last twelve months,
- our performance in relation to our statutory, mandatory and regulatory requirements, and
- Our commitment to continue the journey of improvement in relation to equality, and diversity for all patients, service users and staff in the future.

### 3. Meeting our Equality Act 2010 Specific Duties - progress

The [NHS Forth Valley Equality & Diversity Mainstreaming Report 2017-21](#) published April 2017, identified our agreed strategic outcomes and priorities for the next four years.

The format of this year's Annual Report will take you through progress made against each of the Equality outcomes identified for 2017-21.

In December 2017 the Equality and Human Rights Commission published their report ['Measuring Up' 7 - Public Authorities' performance in meeting the Scottish Specific Equality Duties, 2017](#).

Following the review, 20 authorities were subject to further investigation by the Equality & Human Rights Commission. NHS Forth Valley was not one of the public bodies involved.

The report itself outlines recommendations focused on data collection and analysis in relation to Employment Duties. NHS Forth Valley will discuss any areas of further improvement required and put actions in place to address same.

**NHS Forth Valley progress during 2017-18:** progress has been made in advancing equality and diversity issues within NHS Forth Valley.

Significant work has been completed to mainstream equality and diversity within the organisation including having leadership support at the core of service delivery and the support and training offered to our staff.

We will continue to demonstrate our leadership commitment by considering equality and diversity in all that we do and will continue to make progress by:

- Consulting, involving and giving continued feedback to our communities on service developments and patient centred care.
- Promoting dignity and respect for all our patients.
- Annually assessing our performance in relation to Equality and Diversity in partnership with local people and our staff.
- Showing zero tolerance towards bullying, harassment, inappropriate language and behaviour, and encourage the reporting of all cases of discrimination.
- Improving the capability and confidence of our staff to manage diversity effectively and to provide an excellent customer service to all patients.
- Providing an environment where staff can thrive, are confident to be themselves, feel valued and treat each other with fairness, dignity and respect from recruitment to retirement.
- Reporting on actions taken to mainstream equality within service delivery and employment practices.

### 3.1 Equality Outcomes

#### **Outcome 1. NHS Forth Valley staff and service users can identify hate crimes and incidents and are confident in reporting them.**

##### **Actions to date:**

- Base line survey completed of LGBTI peoples experiences of hate crime in the community 2016-17. This information has been used to inform actions for 2018-21 including discussion on activities which can be completed with partners in the police and local authorities and third sector.
- Through an increase in reporting it is evident that the NHS Forth Valley Protocol has been used to inform staff of the importance of recognising and responding to Hate Incidents. There has been an increase in staff confidence to report incidents.  
1 April 16 – 31 March 17 = (12 months) = 14 cases  
1 April '17 – 30 Feb '18 = (10 months) = 25 cases

In each case staff are contacted to offer support and advice when required.

- Staff awareness and training on Hate Incidents has been completed.
  - Hate incidents now included in Management of Violence and aggression staff training.
  - Training delivered to Community staff, GP practices, and Human Resource Teams, Mental Health and Prison staff during 2017-18.
  - Spoken to a range of community groups about NHS Forth Valleys Zero Tolerance to Hate Incidents or Crimes and the support which will be given by staff if identified.
- During 2018-21 we will be looking at the potential for developing NHS third part reporting sites and continue to develop our partnership approach with our partners in the Police, local authorities and 3<sup>rd</sup> Sector organisations active in the in the Forth valley area.
- Forth Valley Sensory Centre has currently been identified as a third party reporting centre in the Forth Valley area.

#### **Outcome 2. Within NHS Forth Valley people from the Lesbian, Gay, Bisexual, Transgender & Intersex (LGBTI) community will not experience barriers to accessing or receiving end of life care.**

##### **Actions to date:**

- Build LGBT into existing end of life care work programme. Identify and meet the needs of seldom heard communities' including: LGBT+ population, People with learning disabilities and people whose first language is not English.
- Support in place to meet people's religious and cultural needs.
- All EQIA's completed to date evaluate the impact on the LGBT+ Community.

### **Outcome 3. Within NHS Forth Valley people who experience mental health problems and or learning disabilities are supported to live fulfilled lives without stigma.**

#### **Actions to date:**

- Recording of protected characteristics – work ongoing to review and enhance current data recording system.
- Further to a review completed in February 2018 an updated action plan is being developed to support the implementation of this Equality Outcome.
- Mental Health and Wellbeing is one of the ten identified goals set out in the BSL National Plan, this goal has eleven action points to support longer term successes. This will be identified within NHS Forth Valley's BSL Plan.

### **Outcome 4. NHS Forth Valley service users are equal partners in planning, developing and monitoring their care through informed choice and personal responsibility.**

#### **Actions to date:**

- NHSFV Actively support service users being equal partners in care; actions taken to support this include: Realistic Medicine: Encourage communication between patients and medical staff through the introduction of **'Asking the right questions matter'** (see Section 6: Person Centred Care)
- Discussions during 2017-18 have been completed to determine the level of impact Protected Characteristics have on people in our care. The aim is for a baseline report to be generated from the 'patient relations risk management system' to determine any issues relating to peoples protected characteristics and identify actions to be taken forward. Gather feedback and suggestions from patients and service users using a wide variety of methods. These include weekly inpatient surveys which are carried out to find out the views of hospital patients on a wide range of issues, comment cards which are available in wards and clinics, email and letters; and online feedback via a Care Opinion which is an independent website, where patients can tell their story about their experience of the NHS.
  - Senior colleagues in NHS Forth Valley have given a commitment to view and respond to all Opinions posted from people in Forth Valley.
  - Feedback from care opinion has been used to influence training, for example, themes identified in relation to staff attitude and behaviour has been used as part of the Positive First Impressions & Communication Training. A number of changes have been made as a result of this feedback.
- Continuous public/community involvement completed to identify barriers to healthcare and health inequalities. This work is ongoing; during 2018-19 we will look to engage more effectively with seldom heard communities
- Information on how to raise a concern is available in a variety of mediums including large print, community languages, easy read and BSL. We actively encourage promotion of this resource through our networks.  
[www.nhsinform.scot/publications/feedback-and-complaints/nhs-scotland-feedback-and-complaints-factsheet](http://www.nhsinform.scot/publications/feedback-and-complaints/nhs-scotland-feedback-and-complaints-factsheet).
- Complaints are logged on the risk management system by themes using defined codes; complaints logged with exact issues around the protected characteristics can be extracted for reporting. Systems in place to generate reports as from March 2018.

- The Person Centred Care Strategy 2018 has been reviewed and an EQIA completed. Head of Person Centred Care is supportive to services that have significant issues following EQIA's related to Person Centred Care.

**Outcome 5. Within NHS Forth Valley there will be a reduction in the sexual health inequalities experienced by communities through fostering a culture of positive sexual health which encompasses age, disability, gender, gender reassignment, race/ethnicity, religion and sexual orientation.**

**Actions to date:**

- Equality and Diversity Form completed by service user in which they identify their personal characteristic. Form reviewed and 'prefer not to answer' section included.
- Survey completed with service users to identify if they feel empowered to make individual choices around their sexual health.
- Web site in place with access to a range of service provision and information <https://www.centralexualhealth.org/>
- Working with HIV Scotland – questionnaire given to HIV patients to invite interest of being more involved in service provision/care.
- **50** questionnaires given, **38** did not wish to complete questionnaire and stated that they were happy with their care and did not want to become more involved: **12** returned, only **3** intimated an interest in becoming more involved.
- Young people's campaign completed via 'Through care – after care'. Figures to date demonstrate an increase in referrals but too early to give accurate report of change. Young Persons Link Nurse in place.
- Discussions being held during 2018-19, regarding targeting information for older people.
- Information available on web site including easy read.
- Men Having Sex with Men (MSM) initiative – NHS Forth Valley developed a small working group looking at this area of work. Awareness sessions and training currently in place.
  - New Web Pages populated for NHS Forth Valley staff.
  - Promotional materials still in development to raise awareness of site. Resources developed will be available to clinicians online. It is hoped that encouraging men to disclose their sexual orientation in a safe environment of a GP surgery their health and well being can be more effectively addressed.
  - CREATE Training sessions delivered to GP Practice staff to enhance awareness and response to MSM.
  - MSM project with Terence Higgins Trust providing information for adults and older people in the community.

**Outcome 6. Within NHS Forth Valley transgender and gender variant people experience a care and work environment free from discrimination.**

**Actions to date:**

- No complaints to date regarding specific needs of Transgender Community not being met.
- Transgender etiquette in place and available to all staff and members of the public.
- Medical records staff aware of process in place regarding Gender Recognition and patients preferred name.

- LGBT Training delivered to 60 front line staff and managers on 13<sup>th</sup> Feb 2017.
- Partnership project commenced with LGBT Youth Scotland and our 3 local LGBT Youth community Groups and the Children's Ward to support the developed of guidance notes for Children Ward and other areas for Trans Young people coming into acute services for care. Initial work has been completed on this initiative to identify best practice, be informed by local young people's opinion and ensure the publication meets the needs of young people attending hospital.
- Presentation being completed in April 2018 to Dementia Champions on the care of LGBT older people with dementia in April 2018. Guidance to be developed following same.
- NHS Forth Valley Transitioning at Work Protocol Reviewed. Submitted to Area Partnership Forum June 2017 and approved.
- Presentation completed to Stonewall Scotland Conference in November 2017 on the work completed by NHS Forth Valley on the development and implementation of the Protocol. Favourable review received.
- Work ongoing to develop the potential for Gender Neutral toilets within the organisation.

**Outcome 7. NHS Forth Valley will submit to the Stonewall Scotland Workplace Equality Index (WEI) in 2017 and improve their score year on year.**

**Actions to date:**

- NHS Forth Valley came 279th out of 434 submissions in the Stonewall Equality Index UK. LGBTI (Lesbian, Gay, Bisexual, Transgender & Intersex) Action Plan being developed following discussions with Stonewall Scotland including potential for developing LGBTI Allies Programme.
- The WEI Staff survey results will also inform the content of the LGBTI Action Plan.
- HR colleagues will continue with a programme of attending Career Events and Job Fayre including, Alloa Jobs Fayre March 2018.
- HR colleagues continue to present to Cohort 8 student nurses at Stirling University.
- Workforce Diversity Monitoring Report continues to be presented to Area Partnership Forum on a quarterly basis. Action plan will be taken forward to increase confidence of staff reporting their respective Protected Characteristics.
- Equality Impact Assessments completed on all new and revised HR policies.

**3.2 Assess and review policies and practices (Equality Impact Assessment Process)**

The Public Sector Equality Duty requires the organisation to assess the impact of decisions on underrepresented groups. The method for complying and further documenting our commitment to equality and diversity is through the implementation and completion of Equality Impact Assessment.

This analysis allows us to ascertain whether there are opportunities to promote equality through changes to service or policy and whether decisions affect different groups of people in different ways.

NHS Forth Valley has ensured that all new or revised policies, functions and services carried out are subjected to Equality Impact Assessments (EQIAs) to ascertain any differential impacts on groups with specific protected characteristics and propose actions to address them. Reports are published on our Equality and Diversity web page <https://nhsforthvalley.com/about-us/equality-and-diversity/>.

To continue to support the delivery of EQIA's being completed, a revised electronic tool is currently under development. There are several benefits to the electronic system over the paper based one currently in place. These include:

- Ease of access to EQIA resource.
- Email notification to remind users that they have outstanding actions.
- Proposed portal would show the current state of each EQIA in a central point.
- Automatically update status as the EQIA progresses through the system.
- Reports available/published on completion of EQIA's and respective findings.

**Actions being completed during 2018-19** – To ensure that EQIAs are completed and the correct governance is followed we will undertake the following:

- Continue to provide training to staff on equality and diversity and completion of EQIAs;
- Simplified the EQIA template and guidance and published this on the NHSFV intranet;
- Ensure the EQIA tool is accessible and can be completed on line; system will also support accountability of actions by departments
- Clear governance route for sign off of EQIAs
- Work with partners in health and social care across they system to support them in completing EQIA's;

### **3.3 Consider award criteria and conditions in relation to public procurement**

Our Board currently complies with National tendered contracts managed by NHS National Services Scotland (covering 83% of Board spending on contracts). These national contracts are awarded by National Procurement which applies / who apply the following principles to contract awards:

- Ensure that they purchase goods, services and facilities in line with public sector equality and diversity commitments.
- They will not use agencies or companies who do not share our NHS values on equality of opportunity and diversity.
- Meet all the New Procurement (Scotland) Regulations 2016 effective from 18th April 2016.
- Use the European Single Procurement Document (ESPD) that suppliers can advise if they are Small Medium Enterprises (SME's) or supported businesses as part of the Procurement Process<sup>18</sup>.

Their procedures will make sure that businesses from diverse communities have an equal opportunity of competing for NHS Scotland contracts.

In awarding our contracts, the Board will seek suppliers who can demonstrate that they understand their responsibilities and operate with due regard to equality legislation.

### **3.4 Use information on members or board members gathered by the Scottish Government**

From April 2017, public authorities are required to report on the steps they are taking towards diversity amongst their members in terms of relevant protected characteristics.

As a listed authority” we must publish information on the gender composition of our members and demonstrate how we have used, and intend to use, the information to ensure diversity in relation to the protected characteristics of those members. This information will be included in the NHS Forth Valley two yearly mainstreaming reports; published in April 2019.

As of 1<sup>st</sup> Feb 2018 the composition of NHS Forth Valley Board is:

<b>Board Member</b>	<b>Female</b>	<b>Male</b>
Executive Members (1 vacancy)	3	2
Non Executive Members	7	4

### **3.5 Publish in a manner that is accessible.**

All NHS Forth Valley Equality and Diversity Reports are available on the NHS Forth Valley Equality & Diversity web site.

It is an NHS Forth Valley commitment that where possible information will be available in alternative formats.

An Easy Read version of mainstreaming Report and Equality Outcomes is available both in hard copy and online. Support was given on the development of this publication from the NHSFV Information Group whose members have a specific focus in ensuring information is accessible to people with learning disabilities. Publication can be found on:

<https://nhsforthvalley.com/wp-content/uploads/2014/01/NHS-Equality-Report-2017-21-Easy-Read-Booklet.pdf>

### **3.6 Duty to report on mainstreaming the equality duty**

As a listed authority NHS Forth Valley is required to publish a report on the progress it has made to make the general equality duty integral to the exercise of its functions, so as to better perform that duty. These should be published at intervals of not more than two years. A full report will be published on 30<sup>th</sup> April 2019.

The current report is a brief summary of actions completed to date to meet our Equality Act 2010 Specific requirements.

#### **4. NHS Forth Valley Equality & Diversity 4 priority areas for Directorates**

To enable Directorates to evidence how they are embedding equality into their working practice it was agreed that the following priorities would be applied, relevant to the respective service function. Our Corporate Management Team supported this development.

The four priority areas are:

1. To improve the collection, analysis and use of equality data and monitoring for protected groups.
2. Services are accessible to individuals and community groups and those who share relevant protected characteristics to ensure they are not denied access on unreasonable grounds.
3. Service and policy changes explicitly take account of protected characteristics through existing EQIA process.
4. NHS Forth Valley staff can evidence that they have completed relevant equality and diversity awareness training (within 3 year period) appropriate to their level of responsibility; this includes those who are Agenda for Change Graded and those who are not.

A programme of work has commenced to support services deliver on the above and a self evaluation & measurement tool has been developed. Actions and supporting tools are in place to support teams deliver on the actions to mainstream the four priorities identified.

The delivery of these priorities as well as our Equality Outcomes will be taken forward by the NHSFV Equality and Diversity Operational Group. The purpose of this group is to provide visible leadership, direction and contact within Directorates on equality and diversity; to improve the access, experiences, health outcomes and quality of care for all our patients and service users.

A brief account of progress made during 2017-18 is identified within the following section with some supportive documentation giving practical examples in place.

4: The following gives an update on actions taken to date to embed our four priorities. Grading used

Code	Detail	Description
R	Red	Failed to Progress
A	Amber	Slow to Progress
G	Green	On Target
W	White	Not yet started
C	Navy	Project /action completed
O	Lilac	Ongoing development

Priority 1	Grading Rating Results 2017/18	Actions to date	Documentary Evidence
Improve the collection and analysis and use of equality data and monitoring for Protected groups	Green	<ul style="list-style-type: none"> <li>• Actions in place during 2018 to support the recording of patients ethnicity within Acute Services</li> <li>• Training plan in place for medical records team in relation to Equality and Diversity</li> </ul>	<p>Campaign completed during February to encourage public to update their personal details/contacts etc. Over 1000 updates completed in one week. Poster display in place:</p>  <p>Poster &amp; pull up.docx</p>
		<ul style="list-style-type: none"> <li>• Leaflet available to inform staff and public about the benefits of understanding patient profile and monitoring; using information collated to enhance patient care and service delivery.</li> <li>• Accessible in a range of languages.</li> </ul>	<p><a href="http://www.nhsforthvalley.com/wp-content/uploads/2014/01/Equality-and-Diversity-Data-Monitoring1.pdf">www.nhsforthvalley.com/wp-content/uploads/2014/01/Equality-and-Diversity-Data-Monitoring1.pdf</a></p>

		<ul style="list-style-type: none"> <li>• Tool designed to support staff in meeting patient's faith/belief needs; published on intranet Feb 2018. Proposal to develop staff skills in community care settings (Care Homes etc) in the use and benefits of resource</li> </ul>	 Baha'i faith.docx  buddhist faith and practice.docx  christian.docx  Hinduism.docx  Humanist.docx  Jehovah's Witnesses.docx  Judaism.docx  Mormon faith.docx  Sikh faith.docx  Muslim faith.docx  Paganism.docx
		<ol style="list-style-type: none"> <li>Directorates lead to receive information on a biannual basis per speciality on recording of ethnicity. Reports will include religion and belief. Commencing Aug '18</li> <li>Evidence shows actions are required to support recording of ethnicity etc within Community settings</li> <li>Forth Valley data collection tools currently being transferred to a new IT system.</li> <li>Information from data collection will inform EQIA's</li> </ol>	<p><b>In place:</b> Internal documentation</p>

Priority 2	Grading Rating Results 2017/18	Actions to date	Documentary Evidence
<p>Services are accessible to individuals and community groups, and those who share relevant protected characteristics should not be denied access on unreasonable grounds. During 2017/18 Directorates will concentrate on BSL and Community languages in first instance however other areas of access should not be denied?</p>	<p><b>Green</b></p>	<ul style="list-style-type: none"> <li>• Agreed: Focus to be on 1 area in first year (BSL and language interpretation)</li> <li>• EQIA's completed should demonstrate emerging themes re access issues</li> <li>• All staff have access to interpreter services, flow chart designed to ensure ease of access 24/7</li> <li>• Information to staff on access to interpreter services to be reissued on the implementation of NHSFV Action Plan to support the British Sign Language Act 2015</li> </ul> <p><b>N.B.</b> The British Sign Language (BSL) National Plan, required by the BSL (Scotland) Act 2015, covers all public bodies with a national focus that are directly answerable to Scottish Ministers. It is framed around ten long-term goals including work and health with actions to be taken over the next three years. In 2020 they will publish a national progress report, with a further set of actions to be delivered by 2023</p>	<p><b>BSL Action Plan available October 2018</b></p> <p>All departments/staff currently have access to</p> <ul style="list-style-type: none"> <li>• Interpreter flow chart</li> <li>• Handbook on how to access and use interpreters</li> <li>• Telephone interpreting service access and information</li> </ul>
	<p><b>W</b> – planned but not yet started</p>	<p>Audit to be completed that staff are fully aware of access to NHSFV Interpreter Services. On hold until BSL Action Plan commenced.</p>	<p>Interpreter system in place. Audit to be completed October 2018 approx.</p>
	<p><b>W</b> – planned but not yet started</p>	<p>Staff to identify within Directorates via existing reporting methods for E&amp;D about any other initiatives to ensure services are accessible. System to commence in Oct'18 further to agreement with Fair for All Group and NHSFV Directorate Equality Leads and Senior Management Team.</p>	<p>Commence Oct 2018</p>

Priority 3	Grading Rating Results 2017/18	Actions to date	Documentary Evidence
<p><b>All policy, service and function changes explicitly take account of protected characteristics through existing EQIA process.</b></p>	<p><b>Completed</b></p>	<p>Funding and Statement of work approved for the development of new Equality Impact Assessment Tool and Process for NHSFV.</p> <p>IT Data design Team identified</p>	<p><b>Completed</b></p>
	<p><b>Green</b></p>	<p>IT system content and infrastructure for implementation being designed.</p> <p>To be approved during April 2018</p>	<p>System is currently being designed.</p> <p>Infrastructure and content being developed</p>
		<p>To meet our legislative requirements: Current system of EQIA still ongoing until launch of revised system in place</p>	<p>Evidence of completed EQIA's available on:  <a href="https://nhsforthvalley.com/about-us/equality-and-diversity/equality-impact-assessment/">https://nhsforthvalley.com/about-us/equality-and-diversity/equality-impact-assessment/</a></p>

Priority 4	Grading Rating Results 2017/18	Actions to date	Documentary Evidence
<p>Staff can evidence that they have completed relevant E&amp;D awareness training (within a three year period) appropriate to their level of responsibility; this includes those staff out with AfC criteria.</p>	<p><b>Green</b></p>	<p>Directorate leads can access names and numbers of people completing E&amp;D e-learning package.</p>	<p><b>Available via intranet</b></p>
	<p><b>W</b> – planned but not yet started</p>	<p>Support being developed during 2018 with Directorates to inform teams on how they can evidence practice being completed, gaps identified for further training or guidance.</p> <p>Specific training to be developed for senior staff</p>	<p><b>Ongoing</b></p>
	<p><b>Green</b></p>	<p>Training developed to support staff in meeting needs of Lesbian, Gay, Bisexual &amp; Intersex (LGBTI) Community both as service users and employees.</p> <p>3 x 1 ½ hour sessions held on 13<sup>th</sup> February as part of Equality Awareness Week &amp; LGBT History Month. Basic information being delivered in 1<sup>st</sup> 2 sessions re service delivery. Final session will focus on HR and management issues re staff. <b>65</b> staff attended including partner agencies.</p>	<p><b>Completed for 2017-18</b></p>
	<p><b>Green</b></p>	<p>Redesign NHSFV E&amp;D E-Learning package which will outline all Protected characteristics and ensure staff are aware of how this fits into PCC and Employment Duties.</p> <p>On target. Draft due for review in April 2018</p>	<p>New e-learning resource currently being developed.</p> <p>Existing system available on intranet</p>
	<p><b>Completed</b></p>	<p>Redesign information for staff at Induction in relation to Equality and Diversity. Due for review April 2019</p>	<p>Completed: available on intranet</p>

## **5: Mainstreaming Equality: examples of actions completed**

### **5.1 NHS Forth Valley Equality and Diversity Operational Group**

In 2018 NHS Forth Valley established an Equality and Diversity Operational Group. This Group supports the organisation in its aim of ensuring its service delivery and workforce is aligned to the organisations' values, and is therefore committed to reducing inequalities for both patients and staff.

Chaired by the Equality Manager the Operational Group will provide assurance and governance relating to the Boards operational equality and diversity and activity. The Group is concerned with embedding the consideration of equality and diversity in the day to day life of the organisation and across the spectrum of its activities.

### **5.2 Fair for All Group**

The purpose of the Fair for All is to champion and steer the work of NHS Forth Valley in relation to Equality and Diversity so that the organisation is in full and positive compliance of equality and human rights legislation, regulations and codes of practice.

The FFA Group brings together staff, service users, and community representatives, to develop, support and monitor the actions taken to meet the requirements of our NHS Forth Valley Equality Act 2010 Specific Duties.

### **5.3 Examples of how we are meeting the Equality Act 2010 General Duty**

## **A: Eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct.**

#### **i. BSL Bill**

The NHS Forth Valley's BSL Bill Action Plan will be published by in October 2018. The Draft Plan is currently in development by the Disability Equality and Access Service.

NHS Forth Valley has undertaken two community events with our local BSL using communities and national Deaf Organisations. These engagement events have enabled us to share government expectations, local plans and create a transparency in how we will prepare the BSL Action Plan for Forth Valley.

NHS FV Disability Equality and Access Adviser represents NHS Forth Valley on both the national policy and education groups relating to BSL provision.

## ii. BSL Interpretation Provision

NHS Forth Valley provides a 24/7 provision of qualified BSL interpreters. This is a contracted service via our tendering and procurement process which will remain in place until Nov 2019. The provision covers BSL, SSE, Deafblind Manual and Hands on Signing, Lip speaker and Notetaker services.

As part of this provision a Guide Support Worker also assists Deafblind and Visually impaired people who have complex communication/access requirements.

During office hours Deaf BSL users can contact the Disability Equality and Access Service via “face time” calls, by text or by drop in to the service, which is based within the Forth Valley Sensory Centre.

The Service has a staff member who is fully qualified in BSL; this enables a high level of contact for Deaf people requiring support to access NHS Forth Valley. This could be the translation of an English document into BSL or making a call to change or confirm an appointment, something they as Deaf people have no direct access to.

There are developments underway to establish a local training provision for level one and two BSL, under the SQA assessment process, with the first classes available in Autumn 17. This learning includes Deaf Awareness, Deaf Culture, Communication Skills and British Sign language skills.

In February 2018 the first Sensory Communication Strategies module will be undertaken by the semester 9 mental health nursing students, at Stirling University, as a prerequisite of a larger module.

The module was created by the Disability Equality and Access Service in association with tutors who have personal experience of Deaf and Deafblindness.

This initial module includes direct communication with BSL and hands on signing users; this ensures the students have access to the personal experience of individuals who may require adjustments in the way we provide services. It will cover assessment and delivery of mental health pathways. The feedback from this initial session will identify how the next stage will be progressed.

NHS FV Disability Equality and Access Advisor and Disability Liaison Coordinator are working with NHS Health Scotland, assisting to develop an e-module covering Communication with BSL and Deafblind users in healthcare settings. This module is undergoing test sets at the moment but is hoped to have been provided to each of the boards by Summer 2018.

iii. Improve equality data collection and usage

## Keeping your personal details up to date



We collect a range of information to help make sure that you receive the best possible care. This includes:

- Your contact details, date of birth, next of kin, any communication needs or disabilities, ethnicity, religion and belief etc
- Details about your treatment and care and any medication you take

It is important this information is up-to-date so please speak to a member of staff if your details have changed.

Progress in improving our patient equality information has been slower than expected due to high non-disclosure rates.

The organisation is developing a new Patient Administrative System and as part of the development process we will ensure that the new system and associated processes can capture patient equality and demographic information more effectively.

However, we can report on:

- 100% of gender and age information was recorded last year
- The % of ethnicity recording as identified within [the NHS Information Services Division \(ISD\) Reports for 2017-18](#). NHS Scotland average in Brackets for the respective time frame

SMR Completed	Percentage returns August 2017	Percentage returns February 2018
Acute in patient day cases SMR01	<b>72%</b> (82%)	<b>73%</b> (82%)
New outpatient appointments SMR00	<b>74%</b> (74%)	<b>73%</b> (73%)

During February 2018 NHS Forth Valley Medical Records completed a campaign to encourage people to update their personal information, ensure data was up to date including name, address, ethnicity, religion & belief etc.

This involved speaking to members of the public in Forth Valley Royal hospital giving them the opportunity to update their personal details. The campaign was advertised via social media, and also encouraged people to update their records with the GP's etc. Members of the public were very responsive to this activity with over 1000 records updated by the team. It is hoped that this positive action will be evidenced in the August 2018 ISD Reports.

## B: Advancing Equality of Opportunity

### iv. Supporting staff meet the religious and faith needs of service users in inpatient care.

The wide range of religions and beliefs in the UK today, and how these impact on and influence the giving and receiving of healthcare is central to the delivery of person centred care. These considerations require NHS staff and clinicians to be aware of and sensitive to the many perspectives that patients bring to the care and decision making processes.

An information sheet launched in February 2018 for the top eleven local religious and faith groups has been developed. These information sheets will support staff to have the confidence to ask patients what their needs are as well as offer 'points to consider' for those patients who are unable to express their wishes and preferences.

This information will support a person centred approach to care as well as enabling the information to be transferred with the patient both within the hospital and within their respective community setting e.g. nursing home. The resource has been approved by the respective Religious leads and the NHSFV Spiritual Care Committee. Staff have welcomed this tool and identified its ease and practicality of use. **Appendix A.**

### v. Supporting Communities Accessing Local NHS Services

NHS Forth Valley has been working with partners in the local authorities following commitments to resettle a number of Syrian refugee families through the Government's Syrian Vulnerable Persons Relocation scheme (SVPR).

There are clear equality, diversity and human rights elements to this work which has required detailed co-ordinated provision of a wide range of services. This includes providing support with interpretation, language skills and cultural understanding as well as information on how to access NHS Service provision within the Forth Valley area.

In June 2017 an awareness session was held for our local Syrian Community to ensure that the families were fully aware of how to access services, what services were provided and by whom. Discussions identified issues that participants had particularly relating to their own circumstances. These will be taken forward by the working group to identify actions to be taken. Feedback to date has been very positive.

Since the event:

- Information has been disseminated to the community in Arabic on how to use NHS24. This information is also available in Farsi, Mandarin, Polish, Punjabi, Romanian, Slovak and Urdu.
- NHS Forth Valley Interpreter services have audited access to interpreters to ensure that's services meet the needs of NHS Forth Valley and service users.

It is important to note the increased Syrian population across Forth Valley over recent years and the pressures which this can create for services, one of which is the provision of appropriate Interpretation support.

There are very few suitably qualified Arabic speaking interpreters in the Forth Valley area or across Glasgow or Edinburgh. This has required our Interpretation and Translation to review how we rise to this challenge.

Work is underway with our Disability Equality and Access Service and our local Procurement Manager to review current contractual agreements and consider some innovative possibilities for the future.

Below you will see the rise in appointment bookings over each calendar year for one of the community languages.

Arabic	2012	2013	2014	2015	2016	2017
Appointments	12	8	11	33	891	1525

**vi. Communications, staff engagement and awareness of Equality & Diversity**



(Image on wall outside of Forth Valley Royal Hospital as part of 16 days of action)

Raising awareness of equality & diversity, and why it is relevant to organisational success, is central to creating engagement and understanding. By positioning activities around notable dates and campaigns, we can engage staff and utilise the resources produced by other organisations.

Throughout the year we have delivered a range of programme of awareness raising to colleagues and the public, through various regular communication methods including news items and articles in, information displays, Facebook, giving talks in team meetings and department briefings, awareness sessions for staff, Nurses Choir activities for LGBT Youth Purple Friday and various other activities, to encourage greater engagement.

Key diversity events supported this year included; LGBT (Lesbian, Gay, Bisexual and Trans) History Month. Religious celebrations, 16 Days of Action Against Domestic Violence, and World AIDS Day etc.

**vii. Keep Well**

Due to the success of the 'Know Who To Turn To' A4 sheets in a range of languages and the BSL video the Keep Well team have printed 6000 copies to give out as part of their work programme.

The revised English version now makes reference to the roles that 'Keep Well' can make to enhancing people's health and wellbeing. Other languages will be adapted through time. It is proposed that this information will also be available online in a range of video clips in alternative languages.

Discussions have been ongoing with our local Muslim Community in the delivery of the Keep Well programme within their community.

### viii. Disability Equality Access Service:

As well as items already identified in this report (5.3A) The Disability Equality and Access team are progressing work across the following areas:

- British Sign Language (BSL) clips available on the NHS Forth Valley Public web site (<https://nhsforthvalley.com/health-services/know-who-to-turn-to-when-you-are-ill/#bsl>) and website development
- Butterfly Project – Coaching Therapy with Deaf BSL
- Central Scotland Police – Community Advisor for Forth Valley area
- Changing Space – Development in Forth Valley Royal Hospital -toilets are designed to meet the needs of people with complex care needs
- Falkirk Disability Access Panel – service continues to offer support and advice
- Member of Forth Valley Sensory Centre Board
- NHS Health Scotland – active involvement in Sensory Projects
- Language Line – progressing video relay language support within Forth Valley
- Scottish Council on Deafness – DEA Team are an active council member
- SeeHear – National work for sensory impaired people
- SeeMe – Mental Health for Deaf People
- Tayside Health board: NHSFV Interpretation data base development now used within this Board.
- Touching Memories Dementia Project for local community
- Wellbeing Sessions – Screening access for sensory impaired people to support active health and wellbeing.

## C: Fostering good relations

### ix. Partnership work with Muslim Community (Falkirk)

As part of our Equalities partnership work with Falkirk Council we have met on several occasions with local Imam to discuss how we can improve access to services, information and support to the local Muslim Community. From our discussions we have:

- Ensured via the 'Know Where to go To leaflets' that service users are informed about how to look after their own health needs and understand the local services available.
- Provided information on dietary advice on Multi Cultural Nutrition.
- Raised awareness about the role of volunteering within NHS Forth Valley with a view to encouraging members of the community to become actively involved in volunteering within NHS Forth Valley
- Support in place to identify needs of community via 'Keep Well'.
- Supported the delivery of Health Promotion materials and information.
- Encouraged people to provide their views on NHS Forth Valley services. From these discussions members of the local community attended the Annual Review in September 2017.

### x. Reporting hate incidents - See results of action taken with **Outcome: 1** Summary:

- Increased NHS staff training including those working in prisons.
- Increased staff confidence to report incidents
- Continued partnership working with Police, Public Bodies and local communities to address the issue of 'hate crimes/incidents'

## 6. Patient and Public Involvement

### 6.1. Patient Stories

NHS Forth Valley has continued to build on patient involvement and engagement activities through development of patient stories. Each month the Board hear a “patient story” which reveals a great deal about the quality of our services, the opportunities we have for learning, and the effectiveness of systems and processes to manage, improve and assure quality and the patient experience

Patient stories provide constructive feedback shared by patients who have utilised NHS Forth Valley services. They provide unparalleled insight into an individual's experience of our services. They bring experiences to life and make them accessible to other people. They encourage the NHS to focus on the patient as a whole person rather than just a clinical condition or as an outcome.

Examples are also given to ward areas which have been an excellent resource for reflective practice for teams.

Examples of the stories are available on line for people to read. Their messages can be emotional but also inspirational.

The following link will give you access to some of the stories used to inform our work and to learn from the experiences of others. [NHS Forth Valley Patient Stories](#)

### 6.1. Patient and Public Involvement

Our Patient and Public Involvement activities continue to grow so that representatives from diverse backgrounds can engage in conversations about how we can improve what we do. Updates on how to get involved are updated on the NHS Forth Valley public web page and through involvement within our local communities. <https://nhsforthvalley.com/get-involved/>

### 6.1. Review of Out of Hours Services in Forth Valley (OOH)

During August- September 2017 a review was completed with service users on the out of hour's service provision within NHS Forth Valley to identify how safe, sustainable services Primary Care Out-of-Hours services can best be delivered in the future.

As part of this work programme processes were put in place to engage with patients/families/carers to gather feedback about the service and ask how Primary Care Out-of-Hours services can best be designed and delivered in the future.

We used this opportunity to gather equalities information to identify who is or is not accessing the Out Of Hours service. This information will be used to inform future actions.

### 6.1. d Realistic Medicine

Realistic Medicine: Encourage communication between patients and medical staff through the introduction of **'Asking the right questions matter'**

Within the pilot completed during October 2017 – January 2018, Postcards were sent to 500 patients attending first Outpatient Appointments, inviting patients to ask 5 questions when attending their appointment.

The aim was to improve communication between patients and clinical staff.

Questions included:

- Is this test/Procedure Needed?
- What are the potential Benefits/Risks?
- What are the possible side effects?
- Are there simpler safer or alternative treatment options?
- What would happen if I did nothing?

Responses reflected that patients felt the questions were helpful and that staff answered all their questions and concerns. Further work will continue to gather feedback from patients and information collated will be used to inform future actions, address barriers to communication and understanding or support any reasonable adjustments required.

## 7: Employment Duties

As a listed authority NHS Forth Valley is required to take steps to gather information on the composition of its employees; as well as annual information on the recruitment, development and retention of employees with respect to the number and relevant protected characteristics of employees.

As required we have:

- Reported on mainstreaming the equality duty in relation to employment practice;
- Assessed and reviewed all Human Resource (HR) policies and practices
- Gathered and used employee information;
- Published our gender pay gap information;
- Published our statement on equal pay.

Reports and evidence are available on the [NHS Forth Valley Equality and Diversity web page](#).

The following outlines some of the actions completed during 2017-2018 in relation to mainstreaming Equality and Diversity within our employment practice.

### 7.1 Staff policies

A suite of policies, procedures and guidance are available to help ensure a fair and consistent approach to employment issues including: Recruitment and Selection; Flexible Working; Dignity at Work, Performance Appraisal; Maternity, Paternity and Adoption Leave; Grievance; Hate Incident Protocol; Special Leave Policy, Shared Parental Leave Policy, Transitioning at Work Protocol and Equality, Diversity & Human Rights Policy.

### 7.2 Modern Apprentice Programme

Modern Apprentices embarked on a one year opportunity to develop their knowledge and gain experience in the workplace in NHS Forth Valley as well as work towards an SVQ level 2 qualifications in Business and Administration delivered in partnership with Forth Valley College. This is the second year the programme has been running and has been a huge success again with 13 of the 14 apprentices securing jobs with NHS Forth Valley.

### 7.3 Recruitment and a representative workforce

Work has continued to support our aim to employ a workforce which is representative of the diverse population we serve.



During 2017/18, we demonstrated our commitment to a culture which promotes equality, values diversity and recognises the rights of those in recruitment and selection processes as well as staff currently working within the organisation in a

range of ways including our first application to the Stonewall Workforce Equality Index (Further details within Section 7.6).

The governments 'Two Ticks' scheme was replaced by the new 'Disability Confident' Scheme. The new scheme is split into three levels at which employers must be accredited in turn.

In our submission to Disability Confident in 2017 we were accredited at Level 2 – in recognition of our previous 'Disability Equality' (Two Tick's) accreditation status and the work completed to date to enhance opportunities for employment within the organisation for people with a disability. In 2018/19, we will aim for accreditation at Level 3 'Disability Confident Leader'.

## **7.4 Equality & Diversity Staff Training**

### **Recruitment & Selection Delivery & Training**

Consistency in all aspects of recruitment – from advertising to shortlisting to interviewing – ensures that candidates from all backgrounds are provided with the same recruitment experience. Actions completed during 2017/18 have ensured that NHS Forth Valley's systems for informing our diverse communities that vacancies are available as well as how to apply for posts, will be enhanced.

A programme of recruitment and selection training has been delivered within NHS Forth Valley which includes equality, diversity and unconscious bias awareness specific to the recruitment process.

Attendees were able to gain a better understanding of how to recruit people looking at both the legislative requirements of the processes but also the practical application of ensuring that people's equality needs are met. Feedback from the training sessions has been positive.

### **CREATE Equality and Diversity Training Sessions**

Sessions held commenced with GP Reception staff (40 attendees). These delivered via face to face training with supportive information contained within an Equality & Diversity Workbook. This included how to contact interpreters, basic Equality & Diversity awareness of protected characteristics and, discrimination both from a service delivery and employment perspective. The training also gave an over view of both personal and legislative responsibilities.

### **NHS Forth Valley Equality and Diversity E-Learning package**

During 2017 - **1858** people completed the current online e-learning package.

A review is underway of the current Equality and Diversity online training for staff. This action will support NHS Forth Valley Directorates in meeting one of the four priorities identified for 2017-21.

It is proposed that a new resource will be available by April 2018. Discussions are also ongoing with NHS Education Scotland to support them in the development of a national e-learning resource which potentially could be used by our staff. This however is at an early stage.

## **Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) Awareness Training**

To enhance staffs current skills in both service delivery and employment practices LGBTI Awareness training was delivered to over 60 staff during February. This training also coincided with LGBT History Month. The aims were for staff to:

- Be familiar with the range legislation and terminology that applies to sexual orientation and gender identity.
- Understand and identify some of the ways in which prejudice and discrimination can be directed towards people of differing sexual orientations or gender identities.
- Have a greater understanding on how to promote inclusion and integration of LGBT issues in the working environment.
- Be able to describe the business benefits of diversity in the workplace.
- Be able to reflect on their responsibilities on how to support a diverse workforce.

These sessions supported the understanding of staff in relation to not only our responsibilities as an employer of staff but also in the actions completed in the delivery of care.

### **7.5 NHS Forth Valley Supporting Transgender Staff in the Workplace Protocol 2017**

The updated NHS Forth Valley Supporting Transitioning Staff in the Workplace Protocol has been published. As part of the review process significant input was received from Stonewall Scotland.

This protocol has been identified by Stonewall as an example of best practice within the NHS in Scotland and as such has been shared with other Boards for their implementation. NHSFV's Equality Manager presented at the Stonewall Conference in November 2017 on the Protocols' development and implementation.

### **7.6 Stonewall Workforce Equality Index (WEI) (Equality Outcome 7)**

The Scottish Government, on behalf of NHS Scotland, will continue with their national partnership agreement with Stonewall Scotland during 2017-18 to NHS Boards submitting to the Stonewall WEI. The Workplace Equality Index is the definitive benchmarking tool for employers to measure their progress on the inclusion of lesbian, gay, bisexual and Transgender individuals in the workplace.

As reflected within NHS Forth Valley **Equality Outcome 7**, we submitted our evidence on the 8<sup>th</sup> September 2017. We evidenced our work in respect to the ten areas of employment policy and practice identified. During September to November 2017 staff from across the organisation completed an anonymous Stonewall WEI survey about their experiences of diversity and inclusion within the organisation.

The grading from the WEI demonstrated that NHSFV came **279th out of 434** organisations assessed in the UK.

Discussions held with Stonewall enable us to reflect on what's going well, where we need to focus our efforts in 2018 and beyond as well as evaluating how we have performed in comparison with other NHS Boards and organisations within the UK.

## 8: Success stories and initiatives completed during 2017 – 18

NHS Forth Valley has improved the experience of patients and service users and recognises the hard work and commitment of our staff.

### 8.1 Health Promotion



#### Pop up Smear Test Clinics

Our Health Promotion staff have been busy sending out invitations to nearly 6,000 women across Forth Valley to attend pop-up clinics for cervical screening. The scheme has been very successful with some women turning up for appointments who haven't attended their smear test for more than 30 years. Currently only around 76% of women in NHS Forth Valley invited for a cervical screening test attend their appointment.

Twenty four sessions have been arranged at local GP practices across Forth Valley following a successful pilot in Clackmannanshire last year. The women received eye-catching pink tartan invitations which were posted out in bright pink envelopes. The clinics, which are scheduled to take place until March 2018, are held in a quiet and relaxed environment and women can bring a friend along with them to support them.

NHS Forth Valley Health Promotion Officer Margaret-Anne Macmillan said one GP practice in Clackmannanshire had identified around 700 women who had missed their appointment.

Work has been completed with seldom heard communities to encourage them to have tests done. Posters also identify the need for Gay/Lesbian woman, people from Ethnicity Minority Communities and women with disabilities to have tests completed.

She said: "The women think it's a great idea to come along in the evenings. They like the privacy, and sometimes workplaces don't let staff away for routine screening appointments and the women end up having to take annual leave. What we are also finding is that the 'pink' letters are not only bringing women along to the evening clinics, but if they can't attend at that time they are now booking day appointments.

**Meets General Duty:** Remove or minimise disadvantage suffered by people due to their protected characteristics; Take steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people.

## 8.2 NHS Forth Valley Dementia Care Team



A project to provide a better experience for dementia patients in Forth Valley Royal Hospital won the Acute Care category at Scotland's Dementia Awards for 2017 / 2018.

The project focuses on increasing the number of patients transferred to inpatient wards before 8pm, and reducing the number of moves between different wards after patients have been admitted. Achieving a significant and sustained improvement in both of these areas has resulted in positive patient, carer and staff experiences.

Nicola Wood, NHS Forth Valley's Team Leader for Liaison Psychiatry, said: "We are delighted to be named as a winner. This has been an exciting project involving many teams across Forth Valley Royal Hospital working together to achieve a shared goal for people with dementia. The project team is proud of the impact this has had on the experience of local patient and carers and local staff have also reported increased satisfaction in delivering care."

Scotland's Dementia Awards is a partnership between Alzheimer Scotland, NHS Education for Scotland, NHS Health Scotland and the Scottish Social Services Council. The awards recognise the country's most innovative and ambitious projects, by showcasing creative approaches from policy to practice, and highlighting the dedication of people supporting those living with dementia and their families and carers.

**Meets General Duty:** Remove or minimise disadvantage suffered by people due to their protected characteristics; Take steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people

### 8.3 Clackmannanshire Young Parents Project



A project which provides support to young parents in Clackmannanshire has won the Excellent People, Excellent Outcomes award at the 2017 COSLA Excellence Awards.

The Clackmannanshire Young Parents Project (YPP) not only encourages young parents to develop the skills, means and confidence to fulfill their own potential but also helps ensure their children have the best start in life. Another key aim is to help young parents prepare for employment, education or training.

Delivered by Clackmannanshire Council, in partnership with NHS Forth Valley, the project is also supported by Forth Valley College, Stirling University and Skills Development Scotland.

Key workers provide a single point of contact to provide support and advice with issues such as housing, accessing learning and employment grants, help with money advice and sourcing childcare. All participants complete a course in pediatric first aid, and other opportunities including programmes in elementary cooking skills, food hygiene and confidence and self-esteem.

They can also access the NHS Forth Valley's Family Nurse Partnership which helps first-time parents aged 19 and under give their babies a healthier start to life

**Meets General Duty:** Remove or minimise disadvantage suffered by people due to their protected characteristics; Take steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people

### 8.4 CTSI Awards Clackmannanshire – Winner of Health & Wellbeing Volunteers Award the 6<sup>th</sup> June 2017

We are delighted to report that further to a nomination by NHS Forth Valley Teresa McNally Fair for All Community Advisor was awarded the Clackmannanshire Volunteers Award.

## **8.5 Independent evaluation of NHS Forth Valley 'Gender Reassignment' web page.**

Independent research was completed by 'LGBT Health & Wellbeing' exploring the ease of using Scotland's NHS Health Board areas websites as a transgender person who is trying to find information on medical transition and emotional support.

An overview of NHS Forth Valley's web page in relation to Gender Reassignment identified:

- The website is user friendly and easy to look at.
- There were many opportunities to find relevant support and information on accessing services for transgender people.
- A wide range of keywords brought up good links with advice and the gender identity clinic

Recommendation: Some terminology required to be updated and specific information required in relation to meeting the needs of non-binary people.

NHS Forth Valley welcomed the findings and recommendations from the report and would use the information to inform future development of the web page and subsequent materials

## **9. Conclusion**

NHS Forth Valley continues to be committed to meeting our Equality Act 2010 Specific Duties and has made significant progress over the past year in meeting the areas identified within our equality action plans.

In order to strive for continued improvement, governance has been strengthened and local equality and diversity leads have been supported to better understand their roles within service delivery.

We remain confident that the work in relation to Equality and Diversity with our staff and local communities will enable the organisation to continue to improve patient care and experience and to work towards a more inclusive and supported working environment for its staff.

Our next NHS Forth Valley Equality Mainstreaming Annual Report will be published in April 2019

## Appendix A:

### Schedule of time scale for Reporting on Equality Act 2010 Specific Duties

Specific Requirement	Time scale	Action completed by NHS Forth Valley
Report on <b>mainstreaming</b> the equality duty;	April 2017	<b>Completed</b>
Publish <b>equality outcomes /report progress</b>	April 2019	<ul style="list-style-type: none"> <li>• <b>Interim report published April 2018 with summary of actions completed to date.</b></li> <li>• Full report as required by Specific Duties will be available in April 2019.</li> </ul>
Publish <b>employee information</b>	April 2017	<b>Completed</b> - The 2017 report was published in April 2017
	April 2019 - then every 2 years	<ul style="list-style-type: none"> <li>• Actions in place to report on protected characteristics of staff in April 2019.</li> <li>• Quarterly reports are made in relation to protected characteristics of staff.</li> </ul>
Publish <b>pay gap</b> information - for authorities with <b>20 or more staff</b>	April 2017	<b>Completed</b> - Report published in April 2017 as required.
	April 2019 -then every 2 years	Actions in place for pay gap information to be published in April 2019
Publish <b>statement on equal pay</b> – for authorities having <b>150 or more staff</b>	April 2017 in relation to sex, race & disability; then every 4 years	<b>Completed</b> - In April 2017 we published our equal pay statement as required in relation to sex, race & disability

## Appendix B - Faiths & Practices: Muslim faith

Patient's ID Sticker to go here

Date:

Care Area/Ward:

Information completed by:

Questions to inform practice	Consideration's
<p><b>Food &amp; Diet (always ask first)</b></p> <ul style="list-style-type: none"> <li>Does the person have any special dietary requirements?</li> <li>Are there foods which are advised, or to be avoided?</li> <li>Are there times that the person will need to fast? (Fasting is not required on religious grounds for people that are ill, but they may still wish to fast; please discuss.)</li> </ul>	<ul style="list-style-type: none"> <li>Muslims generally will eat only permitted food (halal).</li> <li>They will not eat or drink anything considered forbidden</li> <li>All products from pork, carrion and blood are forbidden</li> <li>No alcohol</li> <li>No animal fat to be used even in food preparation.</li> <li>Fish and eggs are halal.</li> <li>When away from home many Muslims follow a vegetarian diet</li> <li>Pakistanis' and Arabs like their food seasoned and spicy so may find some food unpalatable</li> </ul>
<p><b>Language</b> (Individual communication support/needs should always be considered and actions put in place when required)</p>	<p>Please consider if the person speaks, Arabic, Punjabi, Bengali, Hindu, Urdu, Turkish, Iranian, Gujarati, Pashto, English etc</p> <p>If required BSL &amp; Community Language Interpreter Services contact: <b>01324 590886</b></p>
<p><b>Modesty</b> Consider:</p> <ul style="list-style-type: none"> <li>Is a same sex practitioner available or can Chaperone be offered</li> <li>If gowns used for X-Ray etc may affect patients modesty</li> <li>Does the patient wear a <b>face covering/</b> head scarf/covering?</li> </ul>	<ul style="list-style-type: none"> <li>Generally Muslim women are not allowed to be examined or surrounded by male medical staff. A female member of medical staff should be present. Offer a chaperone.</li> <li>Sometimes a woman may not agree to examination or treatment by a male clinician.</li> <li>In Islam gender segregation depends on degree of adherence to tradition. In women head and chest requires modesty, both sexes to dress modestly.</li> </ul>
<p><b>Personal Hygiene and Appearance</b></p> <ul style="list-style-type: none"> <li>Do jewellery, head coverings and clothing have religious or cultural significance?</li> <li>Does the patient have any objections to the shaving of head or body hair if required?</li> <li>Does the patient have any preferences about skin care particularly in relation to the use of a shower or bath?</li> <li>Is there anything else the patient would like to tell us about personal hygiene, bathing or toilet requirements?</li> </ul>	<ul style="list-style-type: none"> <li>Muslim people attach great importance to cleanliness.</li> <li>May require both toilet paper and water.</li> <li>They require container water after a bedpan.</li> <li>Ablution is necessary before prayers.</li> </ul>
<p><b>Death and Bereavement</b></p> <ul style="list-style-type: none"> <li>What are the person's preferences about where and how they wish to die?</li> <li>Which family member (or identified other) will it be best to communicate with and what role do they wish to assume?</li> <li>What role, if any, do other family members etc wish to assume?</li> <li>Are there any special preparations, procedures, customs or ceremonies that the patient and/ or their family wish to carry out?</li> </ul>	<ul style="list-style-type: none"> <li>Expect a high volume of visitors. In Islam one is required to bury the body as quickly as possible unless significant external factors prohibit this.</li> <li>Customary for Pakistanis and Arabs to express their emotions freely when a relative dies (where possible give privacy) ; explain gently but firmly the need to avoid disturbing other patients in their mourning</li> <li>In Islam the body must be buried as quickly as possible (cremation is forbidden)</li> <li>Post mortems are to be avoided unless legally required.</li> <li>The next of kin will want to arrange the washing of the body before the burial</li> </ul>

<ul style="list-style-type: none"> <li>• What specific arrangements will be necessary for last offices?</li> <li>• What help can be given to relatives wishing to express their grief and mourning?</li> <li>• What are the family's views about post-mortem, burial or cremation</li> </ul>	<ul style="list-style-type: none"> <li>• Same sex preparation of body for burial</li> </ul> <p><b>Organ Donation:</b> Families, partner etc can be approached There is a diversity of religious views on blood transfusion and organ donation: decision lies with family.</p>
--	---

**Consider:**

- If in hospital: Has the patient brought with him/ her any objects of religious significance? If so, how should they be handled?
- Would the person like us to contact anyone on their behalf? **Yes:** \_\_\_\_\_ **No:** \_\_\_\_\_  
Details: Name \_\_\_\_\_ Contact Number: \_\_\_\_\_

Would they like a visit from one of the Spiritual Care Team? **Yes:** \_\_\_\_\_ **No:** \_\_\_\_\_

Member of Spiritual Care Team is **always on call** via \*\*\*\*

<b>Service users preference – Always ask first</b>
<b>Food &amp; Diet (always ask first)</b>
<b>Language</b>
<b>Modesty</b>
<b>Personal Hygiene and Appearance</b>
<b>Death and Bereavement</b>
<b>Any other considerations or requests from patient?</b>