

Action	Lead	Timescale	Source	RAG/Notes
1 The responses in the Trust's patient opinion survey will be analysed by equality groups and the findings and action plan published.	Sue Pickup - Patient Experience Manager	November 2010 June 2011 July 2011	EDHR ANNUAL REPORT 09/10 SINGLE EQUALITY SCHEME 2010-2013	AMBER In place for MCHFT ran surveys. Issue raised for national surveys.
2 Improve collection of the patient ethnicity data	Jon Workman - Head of Equality, Diversity and Human Rights	Ongoing	EDHR STRATEGY EDHR ANNUAL REPORT 09/10 SINGLE EQUALITY SCHEME 2010-2013	AMBER. 2011/10 levels recovering after early dip.
5 Equality impact assess all services	Service Leads Supported by E&D Committee Divisional Representatives. Co-ordinated by Head of Equality, Diversity and Human Rights	March 2011 July 2011 October 2011 January 2012 March 2012	EDHR STRATEGY SINGLE EQUALITY SCHEME 2010-2013	AMBER. Almost complete. Discussion continuing with WCSH. PET EIAs reschedule to combine with service review (by March)
9 The responses in the Trust's employee opinion survey will be analysed by equality groups and the findings and action plan published.	Lisa Gresty - Leadership and Management Development Manager	March 2011 (Autumn 2010 survey) May 2011	EDHR ANNUAL REPORT 09/10 SINGLE EQUALITY SCHEME 2010-2013	Complete. Issues relating to men and staff with long term illness/disability to be considered and linked to 2011 survey.

REMAINING ISSUES FROM 2007 – 2010 Single Equality Scheme

10 Incidents C7(e), D2(b)	Review incident forms to ensure Trust captures ethnicity data	Review December 2010 April 2011 October 2011	Lead Karel Edge	New risk management software leading to online reporting. Draft reports to be discussed at January E&D meeting. SUGGEST CLOSURE	G
11 Protect mother and unborn child	As advised by Trust solicitors, 5 key questions	TBC March 2011	Lead Karel Edge	The surgical care record has a preoperative checklist which includes pregnancy which	G

C8(b)	to be asked in regard to pregnancy as routine part of assessment	July 2011 Extended Action date - October 2011	Mel Mather, ANP	<p>has been further adapted to include females of child bearing age. Gynaecology being developed. - Mel Mather, ANP is putting together a SOP to include that all patients are tested pre op.</p> <p>Wording for the documentation for check list will go to Risk and Governance Manager after which an awareness to be raised to all staff of changes to documentation on ward and theatres.</p> <p>The verbal process is now in place and documentation to follow.</p> <p>NOW COMPLETE – SUGGEST CLOSURE</p>	
12 Improve access to signing interpreters Revised to Promoting Deafness Awareness	Put on basic signing training for staff.	Revised date to be confirmed. July 2011 December 2011	Lead Sue Pickup	<p>Discussions held with Learning and Development. Meeting held with Deafness Support on 17/07/09. Learning and Development to progress – awaiting update report. No record of meeting kept. Further meeting to be arranged. Meeting taken place. Level of interest from divisions being assessed. Costing being obtained</p> <p>Expression of interest in principle confirmed from divisions.</p> <p>6 May, 3 places available on basic awareness course. To be circulated. May then be transferred to Customer Care training.</p> <p>4 attendees. Consider implementing local sessions as well as some inclusion in CC training.</p> <p>Course now arranged. Included in training matrix. SUGGEST CLOSURE</p>	G

<p>13 Access to and recording of information about patients coming to the Trust relating to race, disability etc as no system in place to communicate issues to support patient to access services</p>	<p>Review options</p>	<p>August 2010 February 2011 July 2011 December 2011</p>	<p>Lead Sue Forrester O'Neill</p> <p>Action Dawn Walker</p>	<p>Current patient information systems has risk indicates for Learning Disability, Physical Disability, Hearing Loss and Visual Impairment. The Trust has no procedure or guidance for the consistent use of these risk fields. A draft will be produced for discussion. (DW)</p> <p>The system does not allow for the recording of any particular communication method requests from patients. A change request has been submitted to the regional IT user group for acute services. No amendments will be agreed for the system in the foreseeable future.</p> <p>DW is to draft procedure and to initiate discussion with GPs on notification. Actions to be included in Medical Records Service EIA.</p> <p>DW discussed with MW best way to raise issue with GPs. Article for GP link being prepared for publication. Procedure to be drafted relating to storage and use of data on patients communications needs. PCT to remind GPs about Choose and Book fields.</p> <p>Article produced for GP link.</p> <p>Agreed to introduce process to identify patients with visual impairment and to contact them by telephone or other means to confirm their appointment. Process to be trialled until December 2012.</p> <p>Process documentation to November E&D Committee.</p>	<p>A</p>
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14 Age – Assess particular needs of young people as well as old	DO to establish progress of Task and Finish group with Matron Lynn Jones. Now moved to Youth Council.	August 2010 January 2011 August 2011 October 2011 December 2011	Lead Del Owen. Youth Council	Covered in patient placement policy. Meetings with Youth Council taken place. Internal survey is currently in use. External Questionnaire developed and implemented. Children's Home Care Team surveyed young people about diabetes with view to establishing support group (Linda Edge, Bev Walley) Survey responses to be reviewed at next meeting.	G
15 Ask question on admission "What are your religious needs?"	DO to establish date of launch of new Nursing documentation	August 2010 January 2011 May 2011 September 2011 TBC	Lead Del Owen	Paper work tried in 4 pilot wards. Feedback related to non E&D issues. Final go ahead expected July. Then rollout. To be discussed at Matrons meeting on 15 September. BOOKLETS NOW PRINTED. TO BE DISTRIBUTED ACROSS TRUST. SUGGEST CLOSURE.	G
17 Availability of a spiritual space for all religions	To review multi-faith spiritual space provision across the Trust and ensure there is equity of access and provision for all	December 2010 March 2011 TBC	Lead Phil Pordes. Action Jon Workman	Draft plans circulated. Agreed in principle with Chaplains. Discussion with Muslim representatives/staff suggest plans are not acceptable due to size of prayer room. Changes to existing facilities requested. No issues arising from Residences Strategy	R
18 Development of picture pathway journeys for people with a learning disability. (2009 recommendation)	4 areas identified as priority. MRI scan, Xray, Blood test, ECG.	Nov 2010 Dec 2010 Mar 2011 June 2011 Dec 11	Lead Phil Pordes.	4 areas identified, photographic journeys complete. In be incorporated as easy read leaflets by Patient Experience. Now expected completion December 2011. With printers for proof. Ongoing for other areas. Suggest closure.	G

20 Patients with hearing impairment	Hand held pager system	Nov 2010 March 2011 January 2011 March 2011	Lead Sue Pickup	Pager system trial to alert patients who have a hearing impairment when attending outpatients – Trial commencing 24th May 2010. Implemented in main OPD. Implementing in Orthopaedics. Date to be agreed Now implemented in Orth. Bids to League of Friends for extension to Eye Care Centre & VIN. Positive feedback received. Funding approved, supplier to be confirmed. OPD system now inoperative – repair costs being investigated. Now repaired.	G
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