

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	<del>November 2010</del> June 2011 July 2011	EDHR ANNUAL REPORT 09/10 SINGLE EQUALITY SCHEME 2010-2013	AMBER In place for MCHFT ran surveys. Issue to be 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 steady, just below 2010/11..
3 Validate staff equality monitoring data held in the Electronic Staff Record	Jon Workman - Head of Equality, Diversity and Human Rights	March 2011	EDHR ANNUAL REPORT 09/10 SINGLE EQUALITY SCHEME 2010-2013 <b>Suggest Closure</b>	AMBER. Collection of data run to schedule. Substantial numbers of 'undisclosed' returns persist for some data items. Not further immediate action. Revalidation 2013.
4 Pay Audit	Jon Workman - Head of Equality, Diversity and Human Rights	December 2010	EDHR STRATEGY EDHR ANNUAL REPORT 09/10	GREEN. Report Complete. Initial action plan recommended. Further analysis undertaken and to be included in annual report.
5 Equality impact assess all services	Service Leads Supported by E&D Committee Divisional Representatives.	<del>March 2011</del> <del>July 2011</del> October 2011	EDHR STRATEGY SINGLE EQUALITY SCHEME 2010-2013	AMBER. Almost complete. Discussion continuing with WCSH. PET EIAs

	Co-ordinated by Head of Equality, Diversity and Human Rights			reschedule to combine with service review (by October)
<b>6 EIA based action.</b> Review employment arrangements to ensure opportunities to promote Equality, Diversity and Human Rights are identified and actioned as appropriate.	Workforce Heads of Service	March 2011	SINGLE EQUALITY SCHEME 2010-2013 <b>Suggest Closure</b>	GREEN Complete – see EIA action plan
<b>7 EIA based action.</b> Review volunteering arrangements to ensure opportunities to promote Equality, Diversity and Human Rights are identified and actioned as appropriate.	Linda Edwards -Voluntary Services Manager.	March 2011 July 2011	SINGLE EQUALITY SCHEME 2010-2013 <b>Suggest Closure</b>	GREEN - Complete
<b>8 EIA based action.</b> Review procurement arrangements to ensure opportunities to promote Equality, Diversity and Human Rights are identified and actioned as appropriate.	Clive Mosby - Head of Procurement	<del>March 2011</del> December 2011	EDHR ANNUAL REPORT 09/10 SINGLE EQUALITY SCHEME 2010-2013 <b>Suggest Closure</b>	AMBER. EIA completed. Detailed review to link with sustainability work during 2011.
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	<del>March 2011</del> (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.

REMAINING ISSUES FROM 2007 – 2010 Single Equality Scheme

10 Incidents C7(e), D2(b)	Review incident forms to ensure Trust captures ethnicity data	Review <del>December 2010</del> April 2011 October 2011	Lead <del>Karel</del> Edge	New risk management software leading to online reporting. Implementation likely to be delayed due to priority given to OrderComms'. Review data April 2011. Target availability now October 2011.	R
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<p>11 Protect mother and unborn child C8(b)</p>	<p>As advised by Trust solicitors, 5 key questions to be asked in regard to pregnancy as routine part of assessment</p>	<p><del>TBC</del> <del>March 2011</del> July 2011 Extended Action date - October 2011</p>	<p>Lead <del>Karel Edge</del>  Mel Mather, ANP</p>	<p>The surgical care record has a preoperative checklist which includes pregnancy which 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. 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. The verbal process is now in place and documentation to follow.</p>	<p><b>A</b></p>
<p>12 Improve access to signing interpreters Revised to Promoting Deafness Awareness</p>	<p>Put on basic signing training for staff.</p>	<p><del>Revised date to be confirmed.</del> <del>July 2011</del> December 2011</p>	<p>Lead Sue Pickup</p>	<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 Expression of interest in principle confirmed from divisions. 6 May, 3 places available on basic awareness course. To be circulated. May then be transferred to Customer Care training. 4 attendees. Consider implementing local sessions as well as some inclusion in CC training. Currently in discussion with Deafness Support Network for details of course content.</p>	<p><b>A</b></p>

<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><del>August 2010</del> <del>February 2011</del> 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><b>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. Process to be documented.</b></p>	<p>A</p>
<p>14 Age – Assess particular needs of young people as well as old</p>	<p>DO to establish progress of Task and Finish group with Matron Lynn Jones.</p>	<p><del>August 2010</del> <del>January 2011</del> <del>August 2011</del> October 2011</p>	<p>Lead <del>Del Owen</del> Youth Council</p>	<p>Covered in patient placement policy. To review Out Patient Needs for younger patients. Meeting being arranged – DO, PP, LJ, JW</p>	<p>A</p>

	Now moved to Youth Council.			<b>Meetings with Youth Council took place in March, April June, August. Internal survey is currently in use. External Questionnaire under development. Children's Home Care Team surveyed young people about diabetes with view to establishing support group (Linda Edge, Bev Walley)</b>	
15 Ask question on admission "What are you religious needs?"	DO to establish date of launch of new Nursing documentation	<del>August 2010</del> <del>January 2011</del> <del>May 2011</del> <del>September 2011</del> TBC	Lead Del Owen	Paper work tried in 4 pilot wards. Feed back related to non E&D issues. Final go ahead expected July. Then rollout. To be discussed at Matrons meeting on 15 September. <b>Not discussed due to illness. To be rescheduled.</b>	R
16 Retirement policy	New policy to be written	<del>November 10</del> <del>March 2011</del> July 2011	Lead Melissa Ellis Action Vicki Mitchell	<b>Approved JCNC July 2011</b> <b>Suggest Closure</b>	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	<del>December 2010</del> <del>March 2011</del> TBC	<del>Lead Phil Pordes.</del> 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. Further review of options required link to 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.	<del>Nov 2010</del> <del>Dec 2010</del> <del>Mar 2011</del> <del>June 2011</del> 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.	A

19 Communication Aid	A 'pictorial' communication aid to be made available on all wards and departments to support communication between staff and patients.	March 2011	Lead Sue Pickup.	Achieved All areas have been supplied with copies of <a href="http://lhcs2/documents/Communication%20aid%20Booklet.pdf">http://lhcs2/documents/Communication%20aid%20Booklet.pdf</a> Additional copies ordered as required and the aid is promoted on the customer care training. Additional prompts may be suggested by any area. <b>Suggest closure.</b>	G
20 Patients with hearing impairment	Hand held pager system	<del>Nov 2010</del> 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. <b>Going to September meeting.</b>	A
21 Consent	Make consent forms available in key languages and to include choices for people who have specific religious and cultural needs – Ensure that a service is available to provide a translator to be available	March 2011	Lead Sue Pickup	Translation services are publicised and can be accessed via PALS. Consent forms available in other languages on the intranet <a href="http://lhcs2/documents/forms/Legal_Services/ConsentLink2.doc">http://lhcs2/documents/forms/Legal_Services/ConsentLink2.doc</a> Good migration group attended by MCHT rep from Patient Experience team. Achieved	G

	<p>to assist the consent process. Make patient information available for appropriate ethnic groups. Leaflets translated by local Council and available on internet and hard copies.</p>			<p>PALS leaflet has been translated into Bengali and Polish and Slovakian. PALS leaflets now uploaded. Links to consent forms in other languages available. <b>Suggest closure.</b></p>	
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