

NORTH WEST LONDON CCGS OVERARCHING EQUALITY OBJECTIVES

<b>EQUALITY OBJECTIVE 1: To improve engagement and consultation activity with individuals and groups of people accessing NHS services, with specific reference to identifying issues relating to patient access and experience</b>				
	<b>ADDITIONAL TARGET OBJECTIVES</b>	<b>RATIONALE</b>	<b>RESPONSIBILITY</b>	<b>TIMELINES</b>
1	Establish a patient experience and engagement database for all 9 protected characteristics	<ul style="list-style-type: none"> <li>• Identification of gaps in engagement and experience by each protected characteristic</li> <li>• Enable targeted approaches to engagement</li> <li>• Allows better informed commissioning</li> </ul>	<p>Diane to agree with colleagues and populate these columns</p> <p style="text-align: center;">↓</p>	<p>Diane to agree with colleagues and populate these columns</p> <p style="text-align: center;">↓</p>
2	Establish a system of working with 'Experts by Experience' and use EHIA tool to better understand health needs and impact on local communities	<ul style="list-style-type: none"> <li>• Identification and management of any risk</li> <li>• Opportunity to build on identified good practice</li> </ul>		
3	Establish a systematic way of monitoring CCG and provider organisations patient feedback through their engagement activity and action planning through the Equality steering group (CCG) and CQGs (provider)	<ul style="list-style-type: none"> <li>• Identification of gaps in engagement and experience by each protected characteristic</li> <li>• Enable targeted approaches to engagement</li> <li>• Allows better informed commissioning</li> <li>• Opportunity to build on identified good practice</li> </ul>		
<b>Local objective</b>	To support NW London team in recruiting 500 local residents who are representative of the borough's	<ul style="list-style-type: none"> <li>• During our engagement on equality objectives, all</li> </ul>	Engagement and Governance Team	Recruitment to be

	diversity to be members of the Citizens' Panel by March 2020	community groups fed back the need to ensure representative engagement and strong mechanisms for ensuring that the voices of local people help to shape service buying, planning and monitoring		completed by December 2019
<b>Local objective</b>	To ensure that 80% of our engagement events include an element of prevention / "stay well" support and signposting, tailored to the community group	<ul style="list-style-type: none"> <li>BAME groups, older people, people with learning and physical disabilities and LGBT groups all raised the need for more prevention and signposting support tailored to their needs</li> </ul>	Engagement and Governance Team	From April 2019
<b>EQUALITY OBJECTIVE 2: To reduce any barriers (language or otherwise) experienced by individuals and groups of people when accessing local NHS services</b>				
	<b>ADDITIONAL TARGET OBJECTIVES</b>	<b>RATIONALE</b>	<b>RESPONSIBILITY</b>	<b>TIMELINES</b>
1	Develop and establish a local engagement forward planner based on activity for all 9 protected characteristics	<ul style="list-style-type: none"> <li>Enable ongoing audit and gap analysis related to access issues</li> <li>Improve data collection</li> <li>Identify requirement of interpreters</li> <li>improve overall access</li> </ul>		
2	To incrementally implement Accessible Information Standard (AIS) across Provider organisations	<ul style="list-style-type: none"> <li>Ensure smooth transition when patient is referred between services</li> <li>Allows compliance with the NHS Standard Contract</li> </ul>		
3	Monitor usage of alternative communication channels	<ul style="list-style-type: none"> <li>Ensure comprehensive and</li> </ul>		

	(e.g. postal, texting, easy read, BSL etc.) compared to use of online solutions	<p>integrated approach to information sharing and dissemination</p> <ul style="list-style-type: none"> <li>Reinforces a 'positive experience of care' for the patient and the public</li> </ul>		
<b>Local objective</b>	To ensure that commissioning and provider staff understand how to make services accessible for people who are homeless (particularly to encourage GP registration, health need assessments and signposting), using the resources available in the Healthy London Partnership Homelessness Programme	<ul style="list-style-type: none"> <li>Local people fed back the importance of ensuring robust support to the homeless population, particularly in Westminster</li> </ul>	Central London CCG to lead	By March 2020
<b>Local objective</b>	To work with interpreting services through contract review meetings to ensure that the feedback gathered through CCG community outreach is actioned by the service wherever possible	<ul style="list-style-type: none"> <li>Based on feedback from BAME community groups, CVS representatives and residents with English as a second language</li> </ul>	Primary Care Team Engagement and Governance Team	From April 2019
<b>EQUALITY OBJECTIVE 3: To improve staff capability and understanding of their legal obligations under the Public Sector Equality Duties and duties to reduce health inequalities introduced by the Health and Social Care Act 2012</b>				
	<b>ADDITIONAL TARGET OBJECTIVES</b>	<b>RATIONALE</b>	<b>RESPONSIBILITY</b>	<b>TIMELINES</b>
1	Ensuring completion rates of CCG staff in relation to their mandatory (85%) and statutory (100%) training (including E&D modules)	<ul style="list-style-type: none"> <li>Offers fairness and inclusivity to staff</li> <li>Establishes CCGs as organisations which recognise benefits of a competent, well-informed and supported workforce</li> <li>Services are commissioned and provided appropriately</li> </ul>		
2	To incrementally increase the quality of life for staff by utilising various methods (e.g. WRES, Diversity working group, Staff networks etc.) to measure progress.	<ul style="list-style-type: none"> <li>Offers fairness and inclusivity to staff</li> <li>Establishes CCGs as</li> </ul>		

		organisations who value staff, are fair and inclusive employers		
<b>Local objective</b>	To ensure that 100% of CCG staff undertaking equality impact assessment screening have received basic training in the process	<ul style="list-style-type: none"> <li>Ensures that commissioning decisions are made in a way which gives due regard to and mitigates any potential negative patient impacts for particular protected groups</li> </ul>	Engagement and Governance Team, with support from NW London directors	By December 2019
<b>Local objective</b>	To ensure that all EHIA work has incorporated a proportionate amount of engagement activity where required, including with relevant community and voluntary sector bodies	<ul style="list-style-type: none"> <li>Ensures that commissioning decisions are made in a way which gives due regard to and mitigates any potential negative patient impacts for particular protected groups</li> </ul>	All CCG teams undertaking EHIA work	From April 2019 onwards
<b>EQUALITY OBJECTIVE 4: To improve Black, Asian and Minority Ethnic staff and patient representation, treatment and experience in the CCGs and Provider organisations</b>				
	<b>ADDITIONAL TARGET OBJECTIVES</b>	<b>RATIONALE</b>	<b>RESPONSIBILITY</b>	<b>TIMELINES</b>
1	Monitor, chart, progress and highlight any risks on the WRES data set provided by each provider organisation	<ul style="list-style-type: none"> <li>Allows compliance with the NHS Standard Contract</li> <li>Establishes CCGs as organisations who value diversity, and are striving for fairness and inclusivity</li> </ul>		
2	Monitor number of staff requests for protected time to fully partake in the BAME staff network	<ul style="list-style-type: none"> <li>Establishes CCGs as organisations who value diversity, and are striving for fairness and inclusivity</li> </ul>		
<b>Local objective</b>	To work with GP practices and local community groups in supporting staff to improve access and experience	<ul style="list-style-type: none"> <li>Ensures that steps are being</li> </ul>	Primary Care Team Engagement and	From April 2019

	for their BAME population	<p>taken to tackle health inequalities for this protected group</p> <ul style="list-style-type: none"> <li>• Helps to build a stronger relationship between practices and their BAME population</li> <li>• Improved patient access and experience</li> </ul>	Governance Team	
<b>Local objective</b>	To support the IAPT service in coproducing and piloting a tailored emotional well-being workshop for the BAME population, and advertise services directly to community groups	<ul style="list-style-type: none"> <li>• Feedback a range of from BAME community groups suggests that stigma, taboo and a lack of tailored support with trusted interpreters present results in poorer access and outcomes for mental health</li> <li>• Improved patient access and experience</li> </ul>	Commissioning and Delivery Team	By March 2020
<b>EQUALITY OBJECTIVE 5: To improve representation, treatment and experience of patients and staff with disabilities in local NHS services</b>				
	<b>ADDITIONAL TARGET OBJECTIVES</b>	<b>RATIONALE</b>	<b>RESPONSIBILITY</b>	<b>TIMELINES</b>
1	Establishing and monitoring incremental stages of Disability Confident Accreditation at Level 2 and 3 for each CCG	<ul style="list-style-type: none"> <li>• Establishes CCGs as organisations who value diversity, and are striving for fairness and inclusivity</li> </ul>		
2	Targeted engagement activity with disabled groups and organisations to understand experience and needs, which in turn will increase provision of appropriate reasonable adjustments	<ul style="list-style-type: none"> <li>• Improved patient access and experience</li> <li>• Services are commissioned and provided appropriately</li> </ul>		
<b>Local objective</b>	To increase the numbers of people with learning disabilities attending a health check (which is quality assured and includes a health action plan) to 75% by	<ul style="list-style-type: none"> <li>• Feedback from people with learning disabilities and monitoring data shows low</li> </ul>	Senior Commissioner for Learning	Completion by March 2020

	end of March 2020. The health action plans should identify achievable health outcomes.	<ul style="list-style-type: none"> <li>uptake and efficacy of health checks</li> <li>Improved patient access and experience</li> </ul>	Disabilities Head of Primary Care	
<b>Local objective</b>	To ensure that the CCG is working with relevant community and voluntary sector organisations to coproduce signposting to services to ensure accessibility by March 2020	<ul style="list-style-type: none"> <li>In response to feedback from people with physical and learning disabilities,</li> <li>Improved patient access and experience</li> </ul>	Commissioning and Delivery Team, Contracting Team, Engagement and Governance Team	From April 2019 – March 2020
<b>EQUALITY OBJECTIVE 6: To improve representation, treatment and experience of LGBT patients and staff in local NHS services</b>				
	<b>ADDITIONAL TARGET OBJECTIVES</b>	<b>RATIONALE</b>	<b>RESPONSIBILITY</b>	<b>TIMELINES</b>
1	LGBT Network to provide awareness raising training sessions to 100 staff members from across NW London CCGs by March 2019	<ul style="list-style-type: none"> <li>Offers fairness and inclusivity to staff</li> <li>Establishes CCGs as organisations which recognise benefits of a competent, well-informed and supported workforce</li> <li>Services are commissioned and provided appropriately</li> </ul>		
<b>Local objective</b>	To ensure that 50% of local GP practices have reached a Bronze, Silver or Gold level of accreditation via the <a href="#">“Pride in Practice”</a> initiative by March 2020	<ul style="list-style-type: none"> <li>Local feedback and the national evidence base demonstrates need for awareness training and support provided to GP practices</li> <li>Increased accessibility and improved access and outcomes for this group</li> </ul>	Head of Primary Care, Engagement and Communications Manager	From April 2019 until March 2020
<b>Local objective</b>	To develop an LGBT staff awareness training programme which could be used by any NHS organisation by March 2020	<ul style="list-style-type: none"> <li>Offers fairness and inclusivity to staff</li> <li>Establishes CCGs as</li> </ul>	LGBT Network with senior support	By March 2020

		<p>organisations which recognise benefits of a competent, well-informed and supported workforce</p> <ul style="list-style-type: none"><li>• Services are commissioned and provided appropriately</li><li>• LGBT patients better supported with improved access and outcomes</li></ul>		
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