



A Fairer NHS

Greater Glasgow and Clyde

2016 – 2020





We are NHS Greater Glasgow and Clyde. We are called NHSGGC for short.



This is our plan to make a fairer NHS in Greater Glasgow and Clyde from 2016 to 2020.



We wrote our first 'Fairer NHSGGC' report in 2009.

Some of the things we have done since then are:



Give communication support to 450 patients every day.



13,597 NHS GGC staff had **equality** training in the last year.

Equality

This means treating everyone fairly. It means everyone having the same chances. Some people may need extra help to get the same chances.



We have talked to lots of equality groups. They help us understand what we can do to make access to our services better.

The **Equality and Human Rights Commission**

work to make sure everyone gets treated in a good and fair way.

They told us we have done good things to make our services fairer. They also said we still have work to do.





The **Equality Act** is a law that makes sure all people are treated fairly.



We have met our responsibilities under the Equality Act. Our responsibilities are the things we must do.



We want to stop people from being treated unfairly or worse than other people because of who they are. This is called **discrimination**.



We must make sure everyone has the same chance to do things.



We must help people with **protected characteristics** to have good relationships with each other.

Protected characteristics

Sometimes people are treated unfairly because of reasons like their age, their religion or because they have a disability. These reasons are sometimes called **protected characteristics**.



This easy read will tell you how we meet these responsibilities in different areas of our work.

Making our services fairer



When we plan services we work with equality groups.



We worked with a group of older people as part of a review of our services.



We work with British Sign Language (BSL) users about their use of mental health services.



When we think about changing the way we give services we may do an **equality impact assessment**.

Equality Impact Assessment

This helps us find out how a change will effect patient care. It is a way of checking that any changes we make to our services do not discriminate.

Who makes sure our services are fair?



The Chief Executive of NHS GGC is Robert Calderwood. He is in charge of making sure our services are fair and equal.



Robert is in charge of making sure we meet our responsibilities under the Equality Act.



We will carry on reporting on how well we are doing at meeting these responsibilities.



We will write a new 'Fairer NHS' plan in 2021.

Listening to patients



We know how important it is to listen to the needs and experiences of our patients.



We have met with groups where we can talk to a wide range of people about their experiences.

Some of the groups we meet with are:



Patients with learning disabilities.



The Better Access To Health (BATH) group.
Patients with disabilities give us advice on how to make our buildings more accessible.



British Sign Language (BSL) champions.

The groups have told us what is really important to them when they use our services. Some of these things are:



- Knowing more about me



- Communicating with me



- Giving me more time



- Meeting my needs

Improving health outcomes



We need to know if our services are helping people to have better health.



When we look to see if our services are helping people have better health this is called looking at **health outcomes**.



We know that it is important to ask patients if there are other things in their life that might affect their health.



This might be things like not having enough money.



We have **policies** to help patients get fair and equal access to health services.

Policy

This is a plan which talks about how something will be done or achieved.

Some of these policies are:



- Accessible information



- Clear signage



- Supporting people who have hearing or sight loss



We are working on ways of letting staff know about any additional needs patients have.



This means things like knowing a patient has a learning disability or hearing loss before they come for their appointment.

Our staff



We have 38,000 staff.



We know it is important to giving training to staff so they understand how important equality is.



Most of our staff know there is a link between discrimination and health.

Our staff think it is most important to look at discrimination and health in these groups:



- People in poverty
- Older people
- People with disabilities





We support staff who have disabilities through a staff disability group. We want to make groups for other members of staff if there is a need for this.



We will make a guide on how to support staff who are changing their gender.



Changing gender happens when someone changes their sex from a man to a woman or a woman to a man.

Looking at how well we deliver our services



We can use **data** to help make our services more equal.

Data

This is information we collect about patients. It might tell us how old you are or what religion you are.



Collecting data can give us lots of information about our patients. This can help us make our services better.



We need to find better ways of collecting the data we need.

What NHSGGC wants to achieve in the next 4 years



We want to improve equality within NHSGGC.

The things we want to achieve are called **Equality Outcomes**.



We did a lot of research to find out what we need to do to make our organisation more equal.



We have spoken to more than 400 patients



We have used the views of our staff to help decide what our equality outcomes should be.



We will keep checking to make sure that our equality outcomes are being achieved. This is called **monitoring**.

Our equality outcomes:

1



People with disabilities should be able to access NHSGGC services without facing **barriers**.

Barriers

These are things that are put in people's way to stop them from getting what they need.



Some people with disabilities have difficulty accessing services because of the accessibility of some buildings.



This might mean doors that are too heavy to get through in a wheelchair. Or signs that are difficult to read.



We will keep making physical access to our buildings better.



Some health staff do not know what the needs of people with learning disabilities are.



Improving access to services for people with a learning disability is very important for NHSGGC.



People who live in poverty should be able to access NHSGGC services without barriers.



Research shows that poverty is the main reason for Glasgow's poor health.



We have helped access over £20 million in help and advice for patients with money worries.

2



People who need communication support in British Sign Language (BSL) should get it.



We will make sure staff always book a BSL interpreter if it is part of a patient's communication plan.



We will think about new ways of taking notes during appointments for patients with hearing loss.



We will use patient feedback to find out if their communication needs are being met.

3



Asylum seekers and **refugees** who have moved to our local area need to know how to access health services.

Asylum Seeker

This is a person who has left their country to escape war or harm. They are looking for protection in another country.

Refugee

This is a person who has already been given protection by another country



We will make sure asylum seekers and refugees have clear information on services and how to access them.



We will make sure asylum seekers and refugees know they have a right to an interpreter.

4



There should be no discrimination against people who have changed their gender.



We will make sure people who have changed their gender are called by the name they would like to be called by.

5



Young people with disabilities will get support and information to move successfully from child to adult services. This is called **transition**.



We will look at the way young people with complex physical disabilities transition.



We will talk to young people and their carers to find out the best way of doing this.

6



We know that it is important to talk to patients about what is happening in their life.

This helps us to see if there is something that could be affecting their health.



This is called **person centred care**. Working this way can make the health of patients better.



Gender based violence can have a really bad effect on a patient's health.

Gender Based Violence

This means a person has been hurt because of their gender. They may have been hurt with words. They may have been hit. They may have been touched in a way they didn't like.



The NHS should be more aware of the different needs and experiences of black and ethnic minority patients.

7



Patients who need more support because of their protected characteristics should be linked to voluntary organisations who can help.



We will make better links with voluntary organisations.



We will keep a list of voluntary organisations that all our staff can access.

8



The services older people get should be led by their needs and not by their age.



Sometimes people do not get a service they need because they are older. This is discrimination.



Staff at NHSGGC who have disabilities can have **reasonable adjustments** to their workplace.

Reasonable Adjustments

This is a change that is made to the workplace so that people with disabilities can do their job like anyone else. It might mean putting in a ramp so a wheelchair user can get into an office. It might mean buying a large computer screen for someone with sight loss.



Young people with disabilities should be supported to train in jobs at NHSGGC.



Lesbian, gay and bisexual patients and staff should not be discriminated against.



Lesbian, Gay and Bisexual

Lesbians are women who are attracted to other women.

Gay men are attracted to other men.

Bisexual people are attracted to men and women



There will be training for staff to support this.



It is important that staff do not assume that other members of staff or patients are straight.



Patients and staff should have a better understanding of what discrimination is.



We will run events in public areas for patients and staff. This will help everyone to understand other people's experiences of difference and how it affects their health.