



Meeting the Requirements of Equality Legislation
A Fairer NHS
Greater Glasgow & Clyde

Monitoring Report
2020 – 2022

Executive Summary

Introduction

The Monitoring Report is part of our legal compliance with regard to the Equality Act 2010. It presents progress against the mainstreaming and specific equality outcomes described in [A Fairer NHS Greater Glasgow and Clyde \(2020 – 2024\)](#). The 2020-2022 monitoring report is the first (and mid-point) report of the 4-year reporting period.

COVID-19 and the subsequent realignment of mainstream resources (including workforce) has had a significant impact on the delivery of planned equality ambitions. As a result, the Monitoring Report focusses on how NHSGGC evidenced due regard to meeting the requirements of the Public Sector Equality Duty in its COVID-19 response.

Progress

Mainstreaming – Better Care

(i) Communication Support for patients

The report details the significant resource that was realigned to ensure all COVID-19 information was made available in a wide range of languages and formats and promoted through a network of community contacts.

(ii) Listening to patients

The report details the development of a working partnership between the Patient Experience and Public Involvement Team and the Equality and Human Rights Team. This has shown increases in inclusive engagement for key NHSGGC service developments and available disaggregated data (by protected characteristic) for mainstream patient feedback systems.

Mainstreaming – Better Health

(i) Routine Enquiry in Gender Based Violence (GBV)

The report details responses to patient disclosures of GBV with a focus in Midwifery, Health Visiting and Children services. Monitoring as at 2022 demonstrates ongoing commitment by staff to undertake routine enquiry as a mainstream consideration, though identifies improvements in data recording and review as an ongoing action.

(ii) British Sign Language provision

The report details the ongoing work to deliver the BSL Act with a focus on provision of an inclusive response to COVID-19. This includes reporting on the adapted use of Attend Anywhere technology with provision of mini-laptops pre-loaded with communication support apps.

Mainstreaming – Better Workplace

i) Delivering the Workforce Equality Group (WEG) Action Plan

The report highlights the ongoing success of the 'One NHS Family' and 'Growing our Great Community' programmes of work and the continued growth of the BME, Disability and LGBTQ+ staff forums and network which have become an integral resource for workforce equality planning. A key action for future reporting will be improvement in workforce data capture.

Mainstreaming – Better Value

(i) Fair work practices – procurement

The report highlights improvements that are being made to support NHSGGC diversify its supply chain with specific review of suppliers led by, for and with people from protected characteristic groups.

(ii) Equality Impact Assessment (EQIA)

The report details Equality Impact Assessments completed over the 2-year monitoring period with a focus on assessment of remobilised services and COVID-19 vaccine planning. EQIAs highlighted the need for consistent provision of communication support and community in-reach service provision.

(iii) Fairer Scotland Duty (FSD)

The report details the addition to the standard NHSGGC EQIA template of FSD considerations, building on previous inclusion of socio-economic considerations.

(iv) Disability Discrimination Audits

Work was significantly hampered by the COVID-19 response, however the report details online engagement with disabled service users in relation to policy review and programmes such as the Gartnavel Pilot

Project which focused on access to the campus by disabled people. In addition, the report was able to detail how £100,000 released by the Estates and Facilities Department would be used to improve accessibility to NHSGGC sites.

Outcomes

The Specific Outcomes are determined through patient and staff engagement and the report provides details of the work progressed to meet them. The Outcomes are:

- 1) Person centred care for older people is enhanced by addressing ageism and its impact on treatment options and care for older people.
- 2) Appointments will be planned and scheduled so that the needs of patients who require additional support are met to ensure appropriate care during all outpatient visits.
- 3) Black and Minority (BME) patients are ensured access to the full service pathways on all NHSGGC services, particularly those who do not speak English, informed by an understanding of the impact of racism on health.
- 4) The needs of patients with religious beliefs are understood and acted on in services through an established staff interfaith group.
- 5) Access and quality of care for patients who have a learning disability and their experience of services and health outcomes is improved.
- 6) NHSGGC is perceived as a safe and inclusive place by LGBTQ+ people.
- 7) Women who have the protected characteristics of race, socio-economic inequality or who are affected by gender based violence receive perinatal care which improves their health outcomes.
- 8) The physical health of those with mental health problems is addressed.