



Meeting the Requirements of Equality Legislation

# A Fairer NHS Greater Glasgow & Clyde

Monitoring Report  
2022 – 2024

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 2022-24 is the second monitoring report aligned to our 2020-2024 ambitions and covers the range of work undertaken across NHSGGC to meet the mainstreaming and equality outcomes for this time period.

The impact of COVID-19 on the older population meant that we delayed completing Outcome 1 until 2023. This outcome: Person Centred Care for older people, is enhanced by addressing ageism and its impact on treatment options and care for older people will be completed in 2024 - 25.

All eight Outcomes have now been progressed and adapted in light of shifting timeframes.

## **Mainstreaming – Better Care**

### **Communication Support for patients**

The report details the introduction and impact of a new direct access to interpreting facility for patients. It explains how NHSGGC can now provide direct access for patients who do not speak English to call our services via telephone interpreting. It also highlights how this is being communicated to our non-English speaking patient population.

### **Listening to patients**

The report provides details of how the Equality & Human Rights Team's extensive engagement work has focused on people with protected characteristics, to explore how their lived experience of our services can help us meet their needs and remove structural barriers. This includes perceived changes to the health service since the COVID-19 pandemic and the impact of the cost of living crisis on ability to access services.

### **Person & Family Care**

The report describes how the NHSGGC Quality Ambitions outline the commitment to enable people to share their personal preferences, needs and wishes about their care and treatment and include these in their care plan, care delivery and in our interactions. They can also share the way they wish to involve the people who matter to them.

### **Human Rights**

The report explains how NHSGGC has reviewed its approach to human rights in line with the recommendations of the Scottish National Action Plan on Human Rights (Version 2, 2023). This included an assessment against the Scottish Human Rights Commission Human Rights Toolkit. It also highlights the action being taken forward to further increase the visibility of human rights in NHSGGC.

## **Mainstreaming – Better Health**

### **Peer Worker Project**

The report highlights how the EHRT and PEPI Teams are supporting a Peer Model (Vaccinations, Screening and Poverty) and how this form of community engagement has affected change. The report provides details of the number of people who have participated in the project and the subsequent onward uptake of services and onward referrals.

### **Mitigating Poverty – Money Worries**

The report emphasises how routine enquiry on money and debt worries has been integral to the support for individuals during and after the height of the COVID-19 pandemic, and continues to be of vital importance in the context of

the cost of living crisis. It details the number of referrals to money advice services and fuel poverty interventions and highlights work streams such as crisis response services and anti-poverty interventions for staff with money worries.

## **Mainstreaming – Better Workplace**

### **Delivering the Workforce Equality Group (WEG) Action Plan**

The report highlights the key areas of progress from the Plan, including work undertaken in relation to: aligning key messages; equal pay; supporting staff forums; Disability Confident, Carer Positive and Fair Work Practice. Details are also provided on staff training and performance reporting as well as actions to improve data collection.

## **Mainstreaming – Better Value**

### **Fair work practices – Procurement**

The report explains the work underway across NHSGGC through the Procurement Directorate to ensure procurement policy supports fair work practices, community benefits and ethical supply chains.

### **Equality Impact Assessment (EQIA)**

The report details Equality Impact Assessments completed over the 2 year monitoring period. It also focuses on the number of NHSGGC staff undertaking scheduled and bespoke training sessions and explains further adaptations to the EQIA tool to meet additional legislative requirements.

## **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, socioeconomic 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.

All Outcomes have now been completed with the exception of Outcome 1 where initiation was delayed until 2023 due to COVID-19 restrictions. Actions will therefore be carried into the Fairer NHSGGC reporting period of 2024 – 2025.