

Meeting the Requirements of Equality Legislation

A Fairer NHS Greater Glasgow & Clyde 2013 - 16





The purpose of this easy read is to show what NHS Greater Glasgow and Clyde (NHSGGC) are doing to stop **inequality** and **discrimination**.



Inequality is when people are not treated the same.

Discrimination means treating someone worse than other people.



We need to make sure that we are working towards making NHSGGC more equal.

We need to do this because it is law.

The law is called the Equality Act 2010.



This easy read will show what NHSGGC are going to do in the next 3 years to stop inequality and discrimination.

Policy and Planning



NHSGGC have a plan for 2013 – 2016. This is called our Corporate Plan.

There are very important things we want to achieve in this plan.

They are called **priorities**.



Our main priorities are:

- Making sure illness is spotted and treated early on
- Stopping people from getting ill. This is called **prevention**.
- Changing and improving care for older people
- Making our service much better
- Making sure everyone is treated equally. This is called **equality**.

In our plan we really want to make sure that all people are treated equally.



We do not want some people to have better healthcare than other people. This is discrimination.



We want poorer people to receive the same quality of health care as everybody else.

We want to look at the needs of groups of people who may feel that they are being left out.



We have worked hard to make plans so that we can make sure that everyone has the right to have good health.



Our challenge is to make sure that we deliver a good service and look after our patients well. Doing this will help everybody receive fair and equal healthcare.

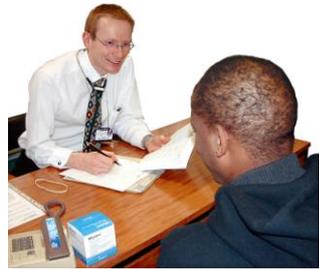
Who makes sure that we are delivering equal healthcare?



The Chief Executive of NHSGGC is in charge of this. His name is Robert Calderwood. He gives responsibility to other Directors. The other Directors make sure that their part of the organisation is delivering an equal service.

Listening to patients

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



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

There are groups that have been set up to look at equality issues.



We have started to work with voluntary organisations. They tell us about stories from people they work with who are more at risk. This includes people with learning disabilities.



We make sure that we speak to people who feel that they have not had good health care experiences. This will help us to make sure that it does not happen to other people.

Our challenge is to help people complain if they have had a bad experience. This is called a **complaints procedure**.



We want to find out if people who are more at risk are making the same type of complaint.



We want to improve the way we talk to our patients. So that we are getting feedback from a wide range of people.

We are also working on a way to talk to older people about their experience of health care.

Delivering a good service



NHSGGC understand that getting access to health care services helps to improve health outcomes for all patients. **Health outcomes** are the results of your health care.

We have created policies to help improve fair access to health care.

We have policies that cover the following:

- Accessible Information
- Helping people to speak and understand
- Helping people who are blind or deaf
- Clear signage
- Working with assistance dogs, these are dogs that help people with disabilities.



We have a policy to make sure that people that have changed their gender are treated fairly.



We also have guidelines for spiritual care, so that people of different faiths have their needs are met.

NHSGGC is a very large and complex organisation. It is very challenging to make sure that everybody is treated fairly and sensitively.



We must make sure that we put our policies into action to promote equality and to reduce discrimination.

Improving Health Outcomes



There are many people who experience inequality and discrimination. We know that this can have an effect on their health.

NHSGGC know that it is important to ask patients if there are any other issues in their life that might be affecting their health.



We would like to make sure that this happens to all patients in all health settings. At the moment it only happens in some areas.



Our challenge is to have managers that will support this way of working.

Working with other organisations

NHSGGC need to make sure that we do not discriminate when we buy goods and services from other organisations.

We try to get our goods and service from smaller organisations and suppliers in the Glasgow City Council area.



We like to help the community when we buy goods and services.



For example, we are building a new hospital in Govan. This has given people jobs and training opportunities.



NHSGGC know that it is important to work with other organisations if we want equality. And if we want to stop people from getting ill.

This includes services like:

- Education
- Employment
- Housing
- Transport



We work with other partners to reduce health inequality. We look at issues like:

- People who do not have an equal wage
- People who do not feel equal because of their gender
- People who are going through racism



For example, we have a partnership with local authorities and voluntary sector organisations.



This is called **Health Wealthier Children**. It gives support to families to help stop child poverty.

Our challenge is that the UK Government are changing people's benefits. They are also cutting funding for services.



This could mean that more people will be without jobs. Some people will also have lower wages.

We know that this is going to have an effect on people's health outcomes. This will also mean that there will be more need for health care services.

Our workforce



There are 38, 500 people working for NHSGGC.

All of our staff must promote equality.



We know that it is important to give training to our staff and support them to understand how important equality is.



We would really like to have people who represent all of the general public in our organisations.

There are some people that are not represented well in our organisation.



We do not have many people with disabilities working for us.

We have taken a fresh look at how staff support each other to do their jobs.

Looking at how well we deliver our service



NHSGGC has many ways to look at how well we deliver our service.

For example, we have a group of people who look at our progress every 2 months. They are called the **Quality and Performance Committee**.



This committee look at discrimination and health inequalities. So that we can see if there are people at risk.

They check if our programmes for improving equality are working for patients and staff.

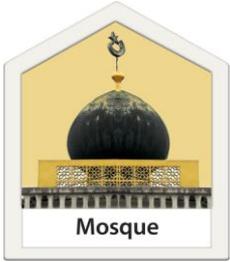


The committee collect a lot of information which will tells us about equality and discrimination in NHSGGC. This information will help us to improve the way we work.

Our challenge is to improve the way we collect information on patients. We need to work with the staff that run our computers systems to help us do this.



We want to improve the information we have about people who are more at risk of discrimination and inequality.



For example, people who are more at risk because of their:

- Disability
- Gender
- Religion or belief

Spending our budget fairly



NHSGGC spend the biggest part of the budget on staff salaries.

NHSGGC spend 2.6 million pounds on patients that need support with their communication. This includes:

- Helping people to understand spoken languages
- British Sign Language
- Putting information into other languages
- Making information easier to understand



We also spend our budget on making our buildings more accessible for people who have a physical disability and people who have visual and hearing problems.

We have a team called the **Corporate Inequalities Team**. They make sure that we are doing all we can to improve equality. They check that we are doing what we have said in our equality policies.



The government are cutting their funding. So all organisations that are funded by the government have to look at ways to save money and still deliver a good service. This includes NHSGGC.



Our challenge is to make sure that certain groups of people will not be badly affected by the change to our services.

Making people aware of inequality and discrimination

NHSGGC have tried to make staff more aware of discrimination and inequality.



We have made some real improvements.

Some of them are:

6000 staff were trained about equality.

1800 staff now know about the effect of **Homophobia** on people. Homophobia is having a negative attitude to people who are gay, lesbian and bisexual.



Transgender means someone who changes their sex from a man to a woman or a woman to a man. We protect transgender people from discrimination too.



We used an interpreter for 74, 000 people. An interpreter helps people to understand spoken languages.

This means better treatment of black and minority ethnic people and deaf people. Black and minority ethnic groups means people from different countries and cultures.



We have 111 items of accessible information. This means that more patients will understand how they will be treated and how our service works.



We have 1114 staff who are trained on how to ask people if they are being hurt because of their gender. This is called **gender based violence**.



We have looked at the details of patients who have missed their appointments to help us try and understand why this happens.



We have a service which gives advice to patients with money worries. So we are now able to see if our patients have money worries that are affecting their health.



Our Healthier Wealthier Children programme has worked well. 4 million pounds of resources have been given to poorer families.



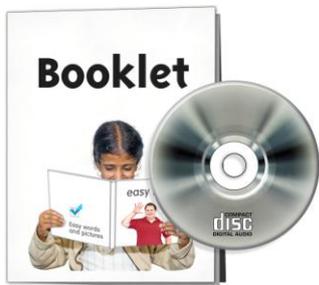
We ran events to let our staff know about religion and faith. This will help staff to understand the spiritual needs of patients.

This will help us provide an even better service to patients and communities.



NHSGGC also want to improve how people feel about working for the organisation.

There are tools to support staff to understand inequality.



This includes:

- Training and education
- Examples of accessible information

Our challenge is to have more disabled people working for us.

We have a disability awareness campaign which we hope will change people's attitude towards disabled people.

We hope people will see how disabled people can be seen positively.



What NHSGGC want to achieve in the next 3 years

We want to improve equality within NHSGGC.

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

We need to do this because it is law.

A lot of research was done to find out where we needed to get better at making our organisation more equal.

This included speaking to staff and patients.

We have made sure that all our equality outcomes have been put into our main plan for our organisation.

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

We will write a report about the progress of the equality outcomes. This will be given to the **Board**. A **board** is a group of people who make decisions about how an organisation is run.



We have also asked staff what they think about the things we are doing to stop inequality and discrimination.

Here are our equality outcomes:

1

NHSGGC must make sure that people who are more at risk from inequality and discrimination do not face **barriers**.



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

We need to remove these barriers.

We are already doing this in NHSGGC.

We have:

- An accessible information plan to make sure our patients understand their treatment and healthcare
- Communication support
- Clear signs in our buildings
- An assistance dogs policy





Some of our patients were not happy with the support they got with communication. We need to make sure our patients are happy with the service in future.



We will make more accessible information resources each year.

2

It is important for NHSGGC to reduce discrimination of:

- Lesbian, gay, bisexual and transgender people (LGBT)
- People who have problems with hearing and seeing. This is called a **sensory impairment**
- People with learning disabilities

1 out of 3 gay and bisexual men in 2011 did not have a good health care experience. They said this was because they are gay or bisexual.



Transgender people have a lot of issues with their healthcare. For example, they suffer from mental health problems, violence and abuse. NHS Staff do not know enough about transgender people to be able to give them the treatment they need.



More needs to be done to provide people with sensory impairments with a good health care experience.

People who have sight problems have said that staff need to improve their attitude to them. And that staff do not understand their needs.



People who use British Sign Language have said that we need to improve the way we work. We need to make changes to meet the needs of deaf patients.



People with learning disabilities are likely to die at a younger age than other groups of people. One reason for this is that health services are not accessible enough for them.

Only the special learning disability services work really well for people with learning disabilities.



We need to look at all these situations. Then we will develop a plan to reduce discrimination.

3



NHSGGC want to stop **age discrimination**. Age discrimination is unfairly treating people because of their age.

NHS staff have said that older people need more attention than other people who are at risk of inequality and discrimination.

Older people also get a poorer quality service than other adults.



NHSGGC need to develop actions to make sure no patient is treated unfairly because of their age.

We have to make sure that older people get the treatment and support they need.

4

There are some people who are more at risk because of their life experience.

This includes:

- Prisoners
- Homeless people
- Roma/Gypsy travellers
- Refugees and Asylum Seekers



People who are prisoners or who have been prisoners are more at risk of poor health outcomes.

We need to improve the health of prisoners by having a prison health services that is very aware of the inequalities that prisoners face.



Homeless people die younger than people who are housed. Many homeless people have several health issues.

The main barriers for Roma/Gypsy travellers are language and cultural barriers. They also may not be aware of how to register with NHS services.

Refugees and asylum seekers have poorer health than the general population.



They have had to leave their country which will have caused them a lot of stress.

This stress will have an impact on their health. Refugees and asylum seekers may also not know how to register with NHS services.

We need to look at all these situations. Then we will develop a plan to look at the health needs of all these people.



5

It is important for NHSGGC to reduce hate crime. Hate crime is more likely to happen because of:

- Disability
- Race
- Religion or belief
- People who are LGBT



Hate crime can have an impact on people's health. We need to support staff and patients who experience it.

We need to help people to report hate crime if they see it happening.

6

All of the people who work for NHSGGC need to know who are more at risk from inequality and discrimination.

It is important that staff know the needs of those who are more at risk from inequality and discrimination.



NHSGGC have an education plan. This plan helps to make staff more aware of inequality. It gives staff more confidence when working with people who are more at risk.

It will help staff to talk to patients who are experiencing discrimination. This will help patients to have a better health care experience.



7

NHSGGC need to make sure that those who are more at risk of inequality and discrimination attend their medical appointments.



We are aware that men are more likely to miss their appointments. People from poorer areas are also more likely to miss their appointments.



People who have a disability have a high rate of missed appointments.



Disabled people were asked about this. They said that having staff with a positive attitude would help them to go to appointments.

8



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

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



This is called being **person centred**.

This will help us to give person centred care to our patients. Working this way can improve the health outcomes of patients.

We have seen that this has helped patients who have been hurt because of their gender. This is called **gendered based violence**.

NHSGGC will make sure that staff are trained and supported to talk to patients about their life.

We want staff to always ask patients about what is happening in their life. This will help us to see if people are a victim of discrimination.



9

NHSGGC want their staff to have a positive attitude when they are communicating with patients and communities.



We give training to staff to show them how important it is to have a positive attitude



Some of our staff have said that we need to do more to help our staff have a positive attitude to religion and belief.



We want to find out more about the experiences of staff who have a religion and belief. So that we can compare experiences with staff that do not have a religion or belief.



We want NHSGGC staff to be more aware of disability. This will help us to see if any of our staff might have a disability. It will help disability to be seen as a positive thing in NHSGGC.

Equal Pay Statement

NHSGGC believes that our staff should be treated equally.



This means that all of our staff should be paid the same for doing the same type of job.



NHSGGC understands it is law that men and women should be paid the same for doing the same type of job.

The Equality Act 2010 says that NHSGGC has to do the following things:



- We must let everybody know if men and women are not getting equal pay. This is to be done by 30 April 2013.



- We must let everybody know that NHSGGC believe in equal pay for men and women. This is to be done by 30 April 2013.
- We must let people know that we believe in equal pay for people with a disability. And equal pay for people of different races. This must be done from 2017 onwards

NHSGGC want to stop any discrimination that affects what people get paid. We want to be fair and equal to our staff.

NHSGGC will:



- Let staff know how we worked out what they are getting paid
- Give training to managers to help them make decisions about pay.
- Make sure we are doing what it says in the Equality Act 2010. We will monitor how well we are doing it.

This easy read was made by the Scottish Consortium for Learning Disability for NHSGGC.