

# EQUALITY INFORMATION

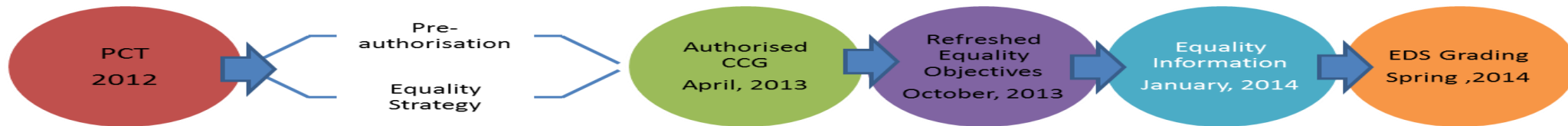
## January, 2014

For further information please email: [equality@nelcsu.nhs.uk](mailto:equality@nelcsu.nhs.uk)

Our Equality Information provides an overview of how we meet our public sector equality duty, both through commissioning and employment. The CCG has been in existence for less than a year. However, it has started to make good progress in meeting its duty. We recognise that making progress in all equality areas is a slow process and we endeavour to work with our community interests and internal groups to prioritise our work which will produce better outcomes. This information is not exhaustive and there are key CCG documents which provide further information about our policies, objectives and actions. They include:

- CCG Constitution
- CCG Prospectus
- Organisational Development Plan
- Joint Strategic Needs Assessment
- Commissioning Strategy Plan
- Equality Objectives
- Community Engagement Strategy Equality Analyses

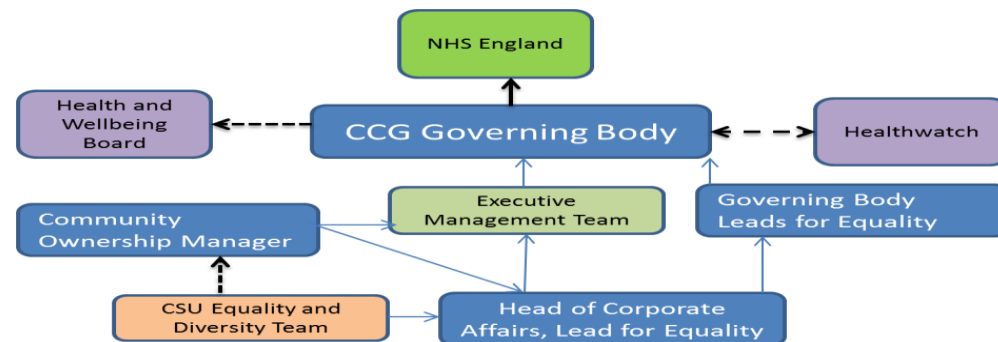
## Our Equality Journey



## How we are meeting our public sector equality duty (PSED)

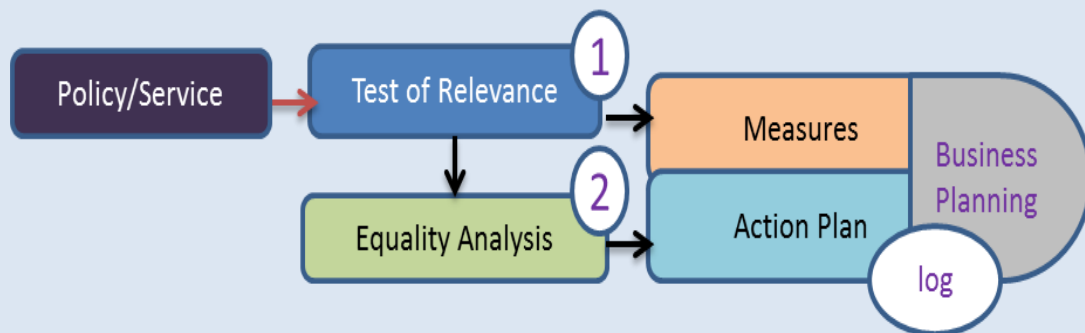
- Publishing CCG's Equality Information
- Refreshed and published Equality Objectives
- Carrying out Equality Analyses of policies and services
- Adopting the Equality Delivery System (EDS2)
- Providing training for all staff- Equality and Diversity is mandatory
- Engaging patients and carers from all communities
- Identifying the needs of all communities and commissioning inclusive services
- Board level commitment to mainstreaming equality in the organisation- two Equality and Diversity Leads
- Working with our providers on specific projects i.e. EDS2 to advance equality.

## Equality and Diversity Governance



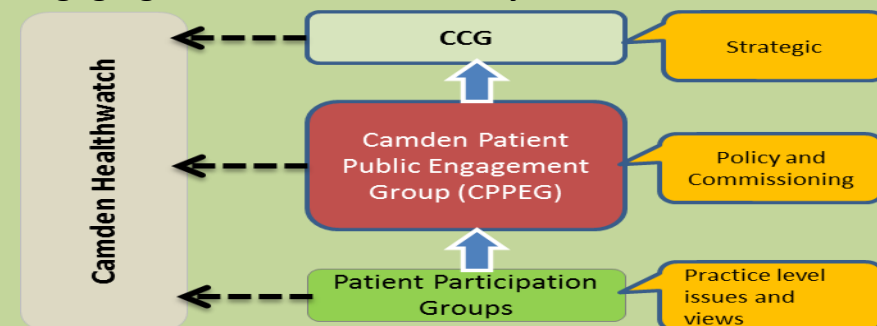
Bi-annual action plan reports to Executive Management Team and an annual progress report to Governing Body

## Equality Analysis



- All Governing Body papers include an equality analysis section
- New template and guidance has been developed
- Support and training provided to managers
- Equality analysis of services and policies are routinely completed
- Equality Analyses log created to ensure effective monitoring of equality analyses
- Improving equality data monitoring across commissioning and human resources

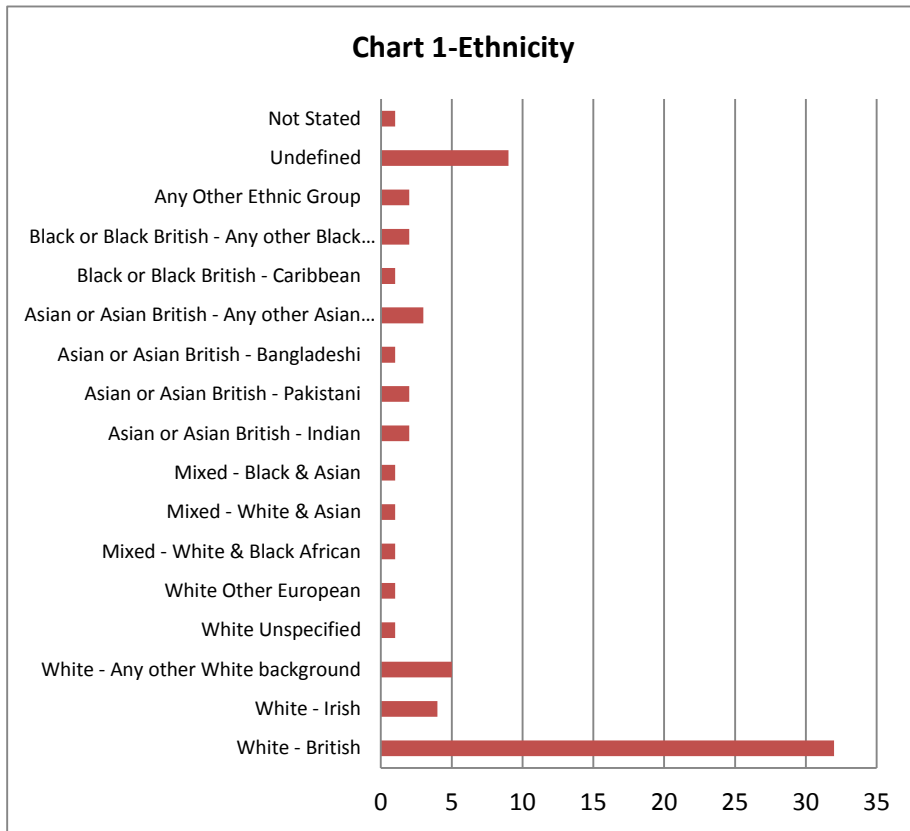
## Engaging our diverse community



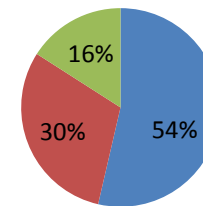
- Patient Participation Groups representing diverse patient population
- Camden Patient Public Engagement Group working with the CCG on commissioning quality services.
- Community engagement work programme in place.
- Working with services and providers to ensure better and inclusive engagement
- On-going engagement, communication and sharing of information with Healthwatch Camden in policy development and decision making

# Workforce diversity

NHS Camden CCG employs a diverse workforce. Although we have no legal duty to publish our workforce data as we employ less than 150 staff we have chosen to do so as part of our good practice. We believe it will help us to monitor our workforce diversity and to set specific goals and objectives for the future. We are working to improve our workforce data and we hope to include more data covering more protected characteristics in the next equality information in 2015. The below charts are based on the current workforce of the CCG as of December 2013.

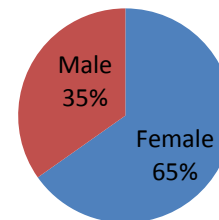


**Chart 2-Age**  
 ■ Under 40 ■ 41-50 ■ 51-60

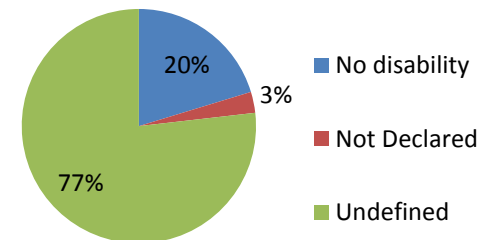


**Chart 3- Gender**

■ Female ■ Male



**Chart 4-Disability**



*Note: Undefined means that the data has not been captured yet. Not stated means the person has opted not to provide the information*

## Governing Body Members

The role of the Governing Body is to oversee the work of the CCG and make sure that decisions about changes to local health services are debated openly and fairly. Most of the GPs and healthcare professionals who lead the Clinical Commissioning Group work in healthcare in Camden and they reflect our local community. We have included information about our Governing Body members who are elected and have the voting rights.

### Ethnicity

White - British	6
White - Irish	0
White - Any other White background	0
White Unspecified	0
White Other European	0
Mixed - White & Black African	0
Mixed - White & Asian	0
Mixed - Black & Asian	0
Asian or Asian British - Indian	0
Asian or Asian British - Pakistani	0
Asian or Asian British - Bangladeshi	0
Asian or Asian British - Any other Asian background	0
Black or Black British - Caribbean	0
Black or Black British - Any other Black background	0
Any Other Ethnic Group	0
Undefined	22
Not Stated	0
<b>Total</b>	<b>6</b>

### Age

Under 40	2
41-50	2
51-60	1
Above 60	1
Undefined	22

### Gender

Female	5
Male	1
Undefined	22

### Disability

No Disability	1
Not Declared	1
Undefined	4

To learn more about our Governing Body Members please visit [www.camdenccg.nhs.uk/about](http://www.camdenccg.nhs.uk/about)

*Note: Undefined means that the data has not been captured yet. Not stated means the person has opted not to provide the information*

## Complaints and Comments

NHS Camden CCG recognises the importance of listening and responding to concerns raised by patients and service users and ensures that appropriate action is taken. The organisation uses the information obtained from complaints to help improve and develop services. Patients and service users are encouraged to express complaints, concerns and views both positive and negative about the treatment and services they receive, in the knowledge that:

- They will be taken seriously
- They will receive a speedy and effective response by a member of staff appropriately qualified and trained to respond
- Appropriate action will be taken
- Lessons will be learnt and disseminated to staff accordingly
- There will be no adverse effects on their care or that of their families.

We have developed our complaints policy which aims to provide information about the complaints processes and how to make complaints and comments. We have ensured our policy is accessible to all communities and anyone who wishes to make comments or complaints has an equal access to the service.

### Key Highlights:

- We try to make our complaints service accessible to all communities by offering interpreting and translation.
- Our providers employ staff that speak community languages and they reflect the community they serve.
- A dedicated, expert Complaints Service delivered by North and East London Commissioning Support Unit (NEL CSU) Patient Experience and Effectiveness Team on our behalf. They can be contacted on 0203 688 1666 or email: [nelcsu.complaints@nhs.net](mailto:nelcsu.complaints@nhs.net)
- Information on how to make a complaint can be made available in other languages, on audio cassette or CD, in large print, Braille and in illustrated format. Interpreters can also be arranged, including sign interpreters.
- Our NEL CSU Patients Experience and Effectiveness Team is working to improve equality data monitoring to include all protected characteristics.

## Our Providers

We work closely with our providers to ensure our services meet the diverse needs of our patients and carers. We also want to ensure providers who deliver the services on our behalf comply with the public sector equality duty. Through our contracting, quality and performance teams we work our providers on equality key performance indicators (KPI). Some key equality features in our provider services include:

- Accessible services for all communities including making 'reasonable adjustment' for patients who have linguistic or access needs.
- Dignity and respect for patients
- Workforce that reflect the community
- Monitoring equality information of staff and service users

Please see Appendix 2 for our providers' equality information which includes information about services commissioned by us.

## Moving beyond public sector equality duty

We aim to advance equality of opportunity for our patients, carers and staff beyond the public sector equality duty (PSED). We want to do this by:

- Working closely with our partners, providers, and the community interests including Health Watch. In 2014 we will grade our equality performance against the revised Equality Delivery System (EDS2), followed by a revised action plan with clear goals. We want to encourage local communities to engage and shape our commissioning.
- Providing continuous equality training for staff and governing body members. Our bespoke equality and diversity training will continue to look at ways to link equality and diversity to the CCG's core business.
- Embedding equality and diversity into business planning. We will carry out equality analysis of policies and services and ensure they produce improved but equitable outcomes for all communities.

- We have planned a series of workshops with commissioners to help them think about engagement and who their target audiences are. Clinical programmes will then carry out engagement with their relevant stakeholders.

### **Disabled people**

- Camden CCG Sensory Needs Steering Group created in autumn 2013, led by CCCG. Short life multi-agency group with aim of improving access to and information on acute and primary care service for people with sensory needs. Membership includes CCCG, UCLH, RFH, Whittington, CNWL, C&I FT, Tavistock and Portman.
- Baseline mapping and action planning to be complete by February 2014. E-bulletin will be shared across agencies, possible signed video communications on how to access health services, exploring communication alerts on organisational IT systems etc.
- A Vision Strategy will be developed in partnership with LBC and Poklington Trust charity. Inaugural meeting planned for January 2014. Work will include a needs analysis, user interviews, mystery shopping, service mapping, examples of good practice etc..

### **Frail older people**

- Launching a locally commissioned service to improve the care and support for frail people in Camden
- Supporting GP practices to improve the identification of vulnerable frail people in the community
- Commissioning a multi-disciplinary frailty team to improve the coordination of care and support for frail patients
- Improving access to specialist support for people with dementia
- Improving skills and capacity in community nursing

### **Children and young people**

- Reduction in the suicide rate
- Improvement in mental health and emotional well-being
- Better employment skills for young people
- Improved awareness of health and social needs
- Increase in peer-to-peer referrals

- **Camden Patient Public Engagement Group (CPPEG)** represents Camden residents and registered patients to ensure that there is proper Patient, Carer and Public involvement at the beginning and during all commissioning processes that the Camden Clinical Commissioning Group (CCCG) will be undertaking.
- **Patient Participation Groups (PPGs)** are a group of volunteer patients from a GP practice, who meet on a regular basis. PPGs allow patients to provide feedback on the services on offer in the practice, and how improvements can be made for the benefit of patients and the practice. PPGs can bring significant benefits to practices and can develop and strengthen the patient-doctor relationship to make it a more effective partnership.
- **Healthwatch Camden** is the new local, independent consumer champion for health and social care. It aims to ensure the consumers' voices are heard and best practice is delivered in health and social care nationally. It provides information and advice to help people access and make choices about services as well as access independent complaints advocacy to support people if they need help to complain about NHS services.
- **Our Patients Participation Groups (PPGs) to report to CPPEG on a systematic basis. We aim to:**
  - Establish the type and level of information between CCCG and PPGs;
  - Agree the criteria for a useful and acceptable reporting system – in particular, how PPGs might contribute to an early warning system'
  - Co-design a pilot PPG to CPPEG reporting process and schedule in each locality.
- **CPPEG will focus on the following two areas during the next 12 months:**
  - Patient Transport Service: Patient & Carer Survey with in-depth interviews of users of service. In addition a review of staff views (Inc. General Practice, A&E and Outpatient Staff).
  - Outpatient Services: patient experience before the appointment, waiting in the hospital, hospital environment & facilities, tests & treatment, seeing a doctor and overall experience.
- **Camden CCG Plan On A Page: making information simple to understand**



- Our organisation 'Plan On A Page' shows what we think these problems are, what we need to do to meet these challenges, what additional investments we have decided to make to achieve our vision, and how we will measure whether we have been successful.  
[www.camdenccg.nhs.uk/publications/camden-ccg-plan-on-a-page](http://www.camdenccg.nhs.uk/publications/camden-ccg-plan-on-a-page)
- Planning of the **Wheelchair Strategy Development Event** with commissioners, interested stakeholders and users. The event will incorporate a networking event for service users and people who work with people with disabilities.
- We would like to establish a working group to share examples of current written information including what is online and create common fact sheets that are accessible to all groups (in particular people with sensory needs). We would then wish to convert the information into easy read and BSL videos which will be available across all provider websites.

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## Appendix 1 - Equality Objectives and Action Plan

Objective	Priority Actions & Leads	Lead
<b>1. Reduce health inequalities through targeted approach; and improved access to existing services by protected groups.</b>	<ul style="list-style-type: none"> <li>Develop and commission targeted programmes to address health inequalities.</li> </ul>	<b>Mary Clegg/ William Roberts</b>
	<ul style="list-style-type: none"> <li>Collect feedback from Patient Participation Groups.</li> </ul>	<b>Isabel Fernandez-Grandon</b>
	<ul style="list-style-type: none"> <li>Collect feedback from local health providers</li> </ul>	<b>Rosy Price</b>
	<ul style="list-style-type: none"> <li>Identify ways to improve access to services by refugees, homeless people and travellers.</li> </ul>	<b>William Roberts</b>
	<ul style="list-style-type: none"> <li>Improve access to annual health checks by LD population</li> </ul>	<b>Frank Earley</b>
	<ul style="list-style-type: none"> <li>Healthy living programme for disabled groups including mental health.</li> </ul>	<b>Public Health</b>
	<ul style="list-style-type: none"> <li>Improve access to information and support services.</li> </ul>	<b>Public Health</b>
	<ul style="list-style-type: none"> <li>Use various mediums to gather intelligence about health inequalities amongst minority groups.</li> </ul>	<b>Dorothy Blundell</b>
	<ul style="list-style-type: none"> <li>Increase the availability of childhood obesity and smoking cessation services.</li> </ul>	<b>Public Health</b>
	<ul style="list-style-type: none"> <li>Carry out equality analysis of policies and programmes (e.g. QIPP).</li> </ul>	<b>Sharon Barrington Matthew Black</b>
	<ul style="list-style-type: none"> <li>Improve access to IAPT services by women and BME patients.</li> </ul>	<b>Mary Clegg Martin Emery</b>
	<ul style="list-style-type: none"> <li>Strengthen collaborative working with Age UK Camden, Healthwatch Camden and other partners on LGBT health improvement.</li> </ul>	<b>Mary Clegg Tim Bishop Martin Emery</b>

	<ul style="list-style-type: none"> <li>Work collaboratively with the local authority to address the health care needs of looked after children.</li> </ul>	Mary Clegg Tim Bishop
2. Improve equality data monitoring for service planning, commissioning and monitoring outcomes and experience.	<ul style="list-style-type: none"> <li>Use both existing and newly collected data in order to identify where the most significant inequalities lie.</li> </ul>	Dorothy Blundell
	<ul style="list-style-type: none"> <li>Work with the CSU and the providers to improve data monitoring (e.g. KPIs)</li> </ul>	Emdad Haque
	<ul style="list-style-type: none"> <li>Carry out regular reviews of the impact of their policies (equality analysis).</li> </ul>	Emdad Haque
	<ul style="list-style-type: none"> <li>Provide training to staff on equality data monitoring.</li> </ul>	Emdad Haque (PMO, Insights and Primary Care Team to attend)
	<ul style="list-style-type: none"> <li>Publish equality information covering need, provision and outcomes.</li> </ul>	Emdad Haque
3. Develop an inclusive working culture which values diversity and supports staff to feel confident to challenge any harassment, bullying or perceived victimisation.	<ul style="list-style-type: none"> <li>Develop and implement equality and diversity policies.</li> </ul>	Camden CCG Staff
	<ul style="list-style-type: none"> <li>Provide equality and diversity training to staff .</li> </ul>	Emdad Haque
	<ul style="list-style-type: none"> <li>Offer support to staff from protected groups.</li> </ul>	Stuart Dalton
	<ul style="list-style-type: none"> <li>Publish equality data on workforce including recruitment and leavers.</li> </ul>	Emdad Haque
4. Maintain good governance to improve equality and diversity performance through the Equality Delivery System (EDS)	<ul style="list-style-type: none"> <li>Highlight E&amp;D reference and impact in the Board Paper.</li> </ul>	Stuart Dalton
	<ul style="list-style-type: none"> <li>Develop an inclusive Engagement Strategy.</li> </ul>	Martin Emery
	<ul style="list-style-type: none"> <li>Engage the local interests in grading the CCG's performance.</li> </ul>	Martin Emery Emdad Haque
	<ul style="list-style-type: none"> <li>Ensure all policies and service re/designs and re/de-commissioning are equality impact assessed.</li> </ul>	All Authors of policies, Programme Managers and Business Development Authors
	<ul style="list-style-type: none"> <li>Work with Healthwatch Camden to ensure that both the standards and the principles of human rights are integrated into policymaking.</li> </ul>	Stuart Dalton Emdad Haque

- |  |                                                                                                                        |                        |
|--|------------------------------------------------------------------------------------------------------------------------|------------------------|
|  | <ul style="list-style-type: none"><li>• Work jointly with Public Health to ensure the joint strategic needs.</li></ul> | <b>William Roberts</b> |
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## Appendix 2: How we are addressing health inequalities through providers

<b>Providers of Camden CCG</b> (Please click on the links for further details about how our providers are meeting their public sector duty )	<b>Equality performance</b>
<b>University College London Hospital NHS Foundation Trust</b>  <a href="http://www.uclh.org/aboutus/wwd/SES/Pages/Home.aspx">http://www.uclh.org/aboutus/wwd/SES/Pages/Home.aspx</a>	The Trust ensures they treat everyone who comes to our hospitals fairly. It is committed to ensuring that everyone who works in the hospitals are treated fairly, reduce the differences in health between different groups of people and give high quality care to all patients. The Trust publishes information about their diverse workforce and the services they provide.
<b>Central and North West London Foundation Trust</b> <a href="http://www.cnwl.nhs.uk/about-cnwl/equality-and-diversity">www.cnwl.nhs.uk/about-cnwl/equality-and-diversity</a>	In addition to meeting the public sector equality duties, there is a central Equalities and Diversity Group chaired by our Director of Operations and Partnership, which is also attended by the Director of Human Resources. A central Equalities and Diversity Team co-ordinates a network of Equalities Leads who then co-ordinate local groups to take forward identified equalities priorities. In addition, the Trust has a number of staff networks: Black and Minority Ethnic Staff Network Disability Equality Network Lesbian, Gay, Bisexual and Transgender Staff Network and other groups and networks taking forward the equalities and diversity agenda: Faith and Spirituality Implementation Group Community Development Workers' Network
<b>Tavistock &amp; Portman NHS Foundation Trust; (Mental Health)</b> <a href="http://www.tavistockandportman.nhs.uk/Equalities">http://www.tavistockandportman.nhs.uk/Equalities</a>	The Trust is committed to the elimination of discrimination, harassment and victimisation in the delivery of all its services, the largest of which are clinical and education and training. It is dedicated to delivering services and developing a culture that promotes equality and meets people's mental health needs; it has worked for many years with staff, all service users, specific communities and FT members to develop a <a href="#">Single Equalities Scheme</a> and has also published a <a href="#">summary of achievements under that scheme</a> .
<b>Royal Free Hospital (Acute )</b>	The Trust has a longstanding commitment to ensuring that the services and employment

[www.royalfree.nhs.uk/default.aspx?top\\_nav\\_id=3&tab\\_id=474](http://www.royalfree.nhs.uk/default.aspx?top_nav_id=3&tab_id=474)

practices are fair, accessible and appropriate for all patients, visitors and carers they serve, as well as the talented and diverse workforce they employ. They recognise that the population they serve and the workforce employ are extremely diverse. For this reason, the Trust considers that it has a moral and ethical, as well as a legal duty, to treat everyone fairly and without discrimination.

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