

“Hearing Lincolnshire’s Hidden Voices” Diversity
and Inclusion Engagement Event – Mental Health
& Well-Being

Thursday 10 January 2019

Lincolnshire County Hospital

Welcome and introductions

Jennie Negus, Deputy Director of Nursing at the United Lincolnshire Hospitals' NHS Trust

Aim of the day:

Recognise diversity, promote equality and encourage engagement between the NHS and different communities especially those related to Mental Health, Autism and Neurological conditions.



Objectives of the Day

Participants will:-

- Gain updated information about equality, diversity and human rights provision especially in relation to Disability, including Mental Health (incl. Armed Forces Veterans), Autism, Neurological conditions
- Enable community groups and NHS staff to listen and learn from each other through the exchange and sharing of information around these areas
- Make suggestions on how to move forward to support Mental Health issues, Autism and Neurological conditions through ongoing planning and engagement

Setting the Scene

Kamljit Obhi, Assurance Manager, Commissioning Support
Services Lincs East CCG

Tim Couchman, Equality, Diversity and Inclusion Lead, United
Lincolnshire Hospitals NHS Trust



Engagement Event 2 – Context

- Legal compliance
- NHS Constitution
- Organisational vision and aims
- Successful first event – May 2018

Legal compliance

Equality Act 2010, Public Sector Duty (section 149, 2011):

To have 'due regard' to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Protected Characteristics



Health and Social Care Act, 2012

- Introduced the first legal duties to reduce health inequalities between patients in access to and outcomes from healthcare services.



Health and Social
Care Act 2012

NHS Constitution

NHS Constitution, principle 1

The NHS provides a comprehensive service, available to all irrespective of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity or marital or civil partnership status.

The service is designed to improve, prevent, diagnose and treat both physical and mental health problems with equal regard.

It has a duty to each and every individual that it serves and must respect their human rights.

Organisational vision and values



Our vision is for equality, diversity and inclusion to be a 'golden thread' running through, and central to, how we work together to provide sustainable high quality patient-centred care for all people living in Lincolnshire

Values

- Quality
- Clinical Leadership
- Patient Focus
- Integration and Partnership
- Fairness
- Equality
- Good value

Our patients and service users:

1. Have the confidence their individual needs and beliefs are taken seriously and they are treated with dignity and respect.
2. Know their individual life chances and well-being are enhanced by the Trust's commitment to equality, diversity and inclusion.
3. Are happy to choose to use and recommend the organisation.

Our communities:

1. Are assured the Trust engages with the diverse communities based on mutual interest and respect.
2. Are confident the Trust is active in tackling inequality, making services accessible, solving problems, delivering solutions and willing to learn.
3. The Trust is responsive to the challenges faced by people in relation to diverse needs and communicates appropriately.

May 2018 event – issues raised

- Translation services for emergency hospital admissions need to be arranged straight away
- “I am a person” was a powerful message at the event, and everyone needs to be treated as an individual, we must not make assumptions about people based on cultural differences.
- Transgender services and support needs to be improved, with reduced waiting times.
- There are inconsistencies of knowledge and support from GPs, who need education to respond to transgender needs
- Staff need to ensure they talk to the individual and not to their carers where patients have a disability

ULHT and CCG have produced an action plan in consideration of the key feedback shared to improve local services.

You said / We did (are doing)

- County-wide BSL translation ✓
- Introduce font size choices for letters ✓
- Deaf Awareness Training scheduled ✓
- Scope Trans awareness training
- Deliver ongoing Dementia training ✓
- Join up local / regional trans services
- Be responsive to local population changes ✓

Achievements 2018 – highlights

ULHT

- Inclusion strategy & Equality Objectives published
- New translation contract
- Staff networks embedded
- ED&I Operational Group
- ED&I Engagement Network
- Joint work with CCG

CCG

- Equality objectives/4 year action plan
- Translation statement
- Equality Forum
- Equality webpages
- Joint work with ULHT
 - Diversity events
 - Staff networks

Plans for 2019-2020

ULHT

- Improve experience for people living with dementia
- Further embed Accessible Information Standard
- Improve our equality monitoring
- Further improve community engagement

CCG

- New equality policy and strategy
- Embed changes e.g. EDS3, WDES
- Improve equality data collection/analysis
- Recruitment/selection – positive action
- E and D training
- Communication and engagement

Our guiding questions for today:

- What is your experience of accessing local NHS services?
- What does the NHS do well?
- What does the NHS not do well?
- What would an excellent service look like for you?
- If we could change just one thing from today, what would that be?



Pledges

Small steps often make a big difference.

Please share your thoughts by writing comments on post-its notes and placing on the board:

- I wish the NHS would...
- What one thing can you do – I will support the NHS by...



