

Hearing Lincolnshire's Hidden Voices

Equality, Diversity and Inclusion Engagement Network Event, 16th May 2018

Action Plan

| Service User Group | Outcome | Actions | Officer / Organisation | RAG Rating / Evidence |
|--------------------|---|---|--|--|
| Deaf Community | Deliver county-wide NHS British Sign Language Interpretation Services | New county-wide contract with Topp Language Solutions (TLS) commenced February 2018 | Tim Couchman, ULHT Kamljit Obhi, Lincs East CCG | GREEN http://ulhintranet/interpretation-and-translation |
| | Improve deaf awareness with frontline staff | Deliver Deaf Awareness Training / Intro to BSL with TLS | Tim Couchman, ULHT | AMBER 18.01.2019 – TC and Cassandra Topp planning to deliver sessions in June 2019 |
| | Clarification whether email communication to patients and service users is possible | Engage with IT Services | Tim Couchman, ULHT | AMBER 18.01.2019 – TC emailed Michael Humber and Chris Bailey |
| | Evidence effective use of sensory impairment translation services | Explore with TLS whether a service user feedback form can be introduced | Tim Couchman, ULHT | AMBER 18.01.2019 – TC emailed Cassandra Topp |
| | Services benchmarked against recognised best practice | Engage with local service users and Derby Hospitals Trust | Tim Couchman, ULHT | AMBER 18.01.2019 – TC emailed Iain Scott-Burdon requesting more detail about good practice |

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| | | | | mentioned regarding Derby Hospitals Trust. 18.01.2019 – ED&I Lead at Derby Hospitals is Evan Blackwood-Pita, 01332 783244 |
| Transgender | Staff aware of trans issues and able to deliver appropriate care | Scope training requirements | Tim Couchman, ULHT | AMBER 18.01.2019 – Members of Trans Haven Boston willing to support training 18.01.2019 – TC engaged with Tara Hewitt and Jack Jackson re training framework |
| | Clear understanding of timescales for people transitioning to access gender dysphoria clinic | Invite consultant from Nottingham to meet local trans people | Tim Couchman, ULHT Kamljit Obhi, CCG Maria Stacey, CCG | AMBER 18.01.2019 – Nottingham Consultant offering to visit Lincolnshire 18.01.2019 – One of the Leads of Trans Haven Boston willing to co-ordinate a small steering group of local trans people to meet with consultant. 18.01.2019 – Trans lead from Lincoln Uni willing to ask younger people at Uni whether they wish to be engaged |
| | Clarity on whether some local support | Invite consultant from Nottingham to meet | Tim Couchman, ULHT Kamljit Obhi, CCG | AMBER 18.01.2019 – Nottingham |

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| | services can be provided in Lincolnshire | local trans people | Maria Stacey, CCG | Consultant offering to visit Lincolnshire 18.01.2019 – One of the Leads of Trans Haven Boston willing to co-ordinate a small steering group of local trans people to meet with consultant. 18.01.2019 – Trans lead from Lincoln Uni willing to ask younger people at Uni whether they wish to be engaged |
| | Maintain and develop meaningful professional relationships with local trans people | Establish contact with Trans Haven Boston and Lincoln Uni | Tim Couchman, ULHT | AMBER 18.01.2019 – contacts established |
| Migrant Community | Ensure information about accessing NHS Services provided to migrant community | | Kamljit Obhi, CCG | |
| | Review and monitor local population demography | | Kamljit Obhi, CCG | |
| | Provide full interpretation and translation services | CCG to clarify and confirm process for interpretation and translation services for people accessing | Kamljit Obhi, CCG | AMBER 18.01.2019 – ULHT provide a full interpretation and translation service through DA Languages |

| | | GP | | |
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| Sight Impairment | Service users receive written correspondence in requested font size | | Tim Couchman, ULHT Kamljit Obhi, CCG | AMBER 18.01.2019 – from September 2018 out-patient letters available in font sizes 16, 18 or 24 upon request at ULHT. |
| | Sight impaired diabetic patients supported | Engage with diabetic services | Kamljit Obhi, CCG | |
| Dementia | Dementia Training provided | Ascertain from Nurse Consultant for Frailty what training is provided | Tim Couchman, ULHT | AMBER 18.01.2019 – TC emailed Deborah Birch |