

Sharing the Learning – Implementing the Equality Delivery System for the NHS – EDS/EDS2

Your details	
Organisation: <i>Name and type of organisation</i>	NHS Lambeth CCG Clinical Commissioning Group
Job title:	AD PMO, Transformation & QIPP
Contact details: <i>Name, telephone, email</i>	Dr. Kathryn MacDermott 020 3049 4047 kmacdermott@nhs.net
What are your organisation's Equality Objectives? If published, please include the web link:	<ol style="list-style-type: none"> (1) To improve the physical health of people known to have mental health problems especially people with severe mental illness (SMI) (2) To improve control of high blood pressure (defined as less than 150/90) in Lambeth (3) To improve the detection and control of diabetes in Lambeth (as defined by achieving HbA1c of less than 8) (4) To ensure the revised HIV treatment and support services are informed both by detailed evidence on which populations are experiencing the highest prevalence, the highest transmission rates and the highest social needs profile, and by a diverse Service User Reference Group (5) To enable all smokers to have equal opportunity to quit through the Lambeth stop smoking service (6) To reduce any inequality experienced by different population groups in their ability to benefit from the Childhood Obesity Programme (7) To promote equity of access to information on alcohol and safe drinking, and to alcohol misuse services for population groups at higher risk of alcohol related harm <p>The full description can be found at:</p> <p>Lambeth CCG Equality in Lambeth</p>

Title of Case Study:	
Equality in NHS Lambeth, a coproduction approach to using the EDS	
Which EDS Goal does your case study relate to? <i>Please tick all that apply</i>	Which protected characteristic(s) are covered by your case study? <i>Please tick all that apply</i>
<input checked="" type="checkbox"/> Better health outcomes <input checked="" type="checkbox"/> Improved patient access and experience <input checked="" type="checkbox"/> A representative and supported workforce <input type="checkbox"/> Inclusive leadership	<input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Gender reassignment <input checked="" type="checkbox"/> Marriage and civil partnership <input checked="" type="checkbox"/> Pregnancy and maternity <input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Religion or belief <input checked="" type="checkbox"/> Sex <input checked="" type="checkbox"/> Sexual orientation
Background information about EDS activity in your organisation: <i>Include a brief summary of how EDS/EDS2 is implemented in your organisation, including positives and challenges, e.g. joint grading with local interests etc.</i>	
<p>The Participation Agency¹ was commissioned in January 2013 to support NHS Lambeth to engage with local organisations and groups in relation to the 7 priority areas in the NHS Lambeth Equality Action plan and the specific objectives for each area. The aim was to gather people’s experience of and views about the implementation of the objectives and progress so far. The Participation Agency supported NHS Lambeth and local authority staff (who were also externally commissioned) to carry out the engagement.</p> <p>Following this, a borough-wide event was held on 20 March 2013 at the Kia Oval, which aimed to draw together people’s experience and views across all the priorities and to use the NHS Equalities Delivery System grading scheme to produce a draft assessment. The event also compiled views on what more could be done to assist in revising the objectives for 2013/14.</p> <p>The work was carried out within the framework of the NHS Equality Delivery System (EDS), specifically in relation to outcome 1 <i>Better health outcomes for all</i> and outcome 2 <i>Improved patient access and experience</i>. This report therefore focuses on these two outcomes, although some detailed points do refer to issues relevant to Outcome 3 <i>Empowered, engaged and well-supported staff</i>.</p> <p>Following this event and gradings an Engagement, Equalities and Communication committee (a sub committee of the Governing Body) was established with oversight of delivery of the equalities objectives and EDS recommendations.</p> <p>Positives included the significant stakeholder engagement, the robust challenge given to commissioners on the level of delivery against the objectives, and the amount that has been achieved on health outcomes and patient access and experiences.</p>	

¹ The Participation Agency is an independent organisation <http://publicserviceworks.com/participation-agency>

Challenges have included maintaining the momentum during a time of transition from PCT to CCGs.

What are you proud of and how has this benefited patients and/or staff?

Include any outcomes for patients, communities or staff.

Lambeth Clinical Commissioning Group, building on the legacy of Lambeth Primary Care Trust, has a strong track record in equality and human rights, developing and building on innovative services to meet the diverse health needs of the population. Particular highlights include the three boroughs refugee and homeless persons teams, health promotion initiatives targeting gay men and men who have sex with men, outreach to promote health including sexual health to African communities and ground breaking and successful work with teenagers (boys and girls from different communities) to reduce teenage conceptions are a few of the really pioneering work done in the area.

Life expectancy is increasing and the gap between Lambeth and England as a whole is narrowing; premature deaths from major killers such as cancer, heart disease and stroke are reducing and again the gap between death rates in England and Lambeth is narrowing. Crime has fallen significantly, educational attainment and skills levels continue to improve, teenage pregnancy is falling and our public realm is the cleanest it has ever been. Lambeth therefore is a borough which has much to celebrate, whilst at the same time recognising that much more still needs to be done before we can be sure that all local people experience high levels of health and wellbeing.

Progress against our specific equality objectives:

Goal 1 Cardiovascular disease

To support the improvement of cardiovascular disease management we focused on improving the management of blood pressure. 78% of patients with high blood pressure meeting the target are proactively managing their blood pressure, an improvement on previous years. To help maintain and improve on this level of performance we have continued to provide support for hypertension and lipid management through patient clinics and primary care education.

Goal 2 Diabetes

The Diabetes Modernisation Initiative (DMI) has helped make a significant improvement for people living with diabetes. Previously ranked 19th in London, Lambeth is now ranked 9th on blood glucose control for diabetic patients. The borough has moved from bottom quartile to second quartile on all three levels of blood glucose control, when compared to national performance. There has also been a sharp fall in emergency admissions for diabetes in the under 65s over the last two quarters of 2013/14, and GP initiated referrals to hospital continue to decline and this appears to be the trend.

Goal 3 Childhood obesity

The innovative Lambeth Healthy Weight for Children Programme included 150 health and non-health practitioners receiving the Level 1 Healthy Weight training. Two thirds of primary schools in the borough have received the training have in place an online support package around healthy weight. The specialist school nurse followed up over 500 local children identified through the National Child Measurement Programme to be at risk of obesity. Families are provided with advice and or referred to the most appropriate services and their progress followed up. The school nurse also works with schools and acts as an expert adviser to practitioners on childhood obesity related issues.

Nine community children's weight management programmes were run in 2013, each programme is able to accommodate up to 15 children plus their parents. Referrals to the level 3 specialist weight management service have increased. Several of the families using this service are those with additional medical or social needs, with evidence that the service is reaching some of the most disadvantaged families in the borough. We also successfully achieved Stage 1 of the UNICEF Baby Friendly Initiative accreditation process and are now working to achieve Stage 2.

Goal 4 Mental health

We have ambitious plans to improve mental health services in the borough. The HoNOS (Health of the Nation Outcome Scales) tool aims to measure the before and after impact of treatment on mental health service users. The completion of this assessment tool assists front line clinicians in being able to determine the effectiveness of the interventions that they deliver. The South London and Maudsley NHS Foundation Trust have consistently met the 95% target in 2013/14. In their latest update they reported 100% achievement.

Goal 5 Alcohol

We have continued to commission training for health visitors and other community and primary care staff including community pharmacists and sexual health teams to conduct brief interventions to support our work on minimising health risks from alcohol. Local research in 2013 has identified the four main groups who drink alcohol in Lambeth Borough. In January 2014 we undertook more detailed focus groups with approximately 40 individuals from these population segments to better understand how we can tailor alcohol interventions to best meet their needs and reduce alcohol related harm in the local population.

Goal 6 Smoking

Smoking remains the biggest contributing factor to preventable ill health and premature death in Lambeth. In the last three years we have supported over 15,000 smokers in their bid to quit, with approximately 40% remaining quit at four weeks. In the same period we have seen smoking prevalence drop by 1% to 20.1%, which is similar to the England average.

A standardised template is used in GP practices and pharmacies and should allow to help identification of users and appropriate targeting of at risk populations and to support our work on monitoring in this area. Pharmacies through the Healthy Living Pharmacy programme are insuring every contact counts and engaging more through their Healthy Living Champions. Outreach stop smoking services continue to be delivered in community venues and home visits are offered to pregnant smokers and mothers with very young

Goal 7 HIV and sexual health

We have sought to increase HIV screening in order to better be able to detect HIV earlier to support earlier intervention and reduce new infections. The commissioning of sexual health including HIV care and support services transferred to the London Borough of Lambeth from April 2013. HIV screening is included in the general practice PMS contract. HIV care and support services were reviewed in 2012 at which point detailed equalities analysis was done. Work is to start in 2014 to develop the structured education programme which the review recommended together with development of other services such as Peer Support

How was this achieved? <i>Include any challenges or barriers to overcome, any partnership working or creative and innovative approaches.</i>
<p>Information, or lack of is often quoted as a barrier. For over 10 years Primary Care in Lambeth has also pioneered demographic data collection (e.g. ethnicity, language, religion, and/or caring responsibilities) such that Lambeth now has amongst the most comprehensive recording of this type of information of any area in the country and even in Europe. The information has been used extensively to identify variations in access to treatment across the borough and to work with GPs on improving care. It has been instrumental in developing, taking action and monitoring progress against some of our equality objectives.</p> <p>Our needs assessment work on health inequalities has guided commissioning decisions and priority setting and many general practices have worked consistently over years with underserved communities to ensure they get access to the services they need. This has resulted in targeted services aimed at vulnerable groups delivered in many different ways, including Healthy Pharmacies, community diabetes services, outreach into local churches and communities.</p> <p>NHS Lambeth and the London Borough of Lambeth have a history of working jointly of the local health and wellbeing strategies, joint outcomes underpin the commissioning strategies and a joint approach to prevention and health improvement considerably strengthens the benefits for patients.</p> <p>Taking a coproduction approach with the local community in the Lambeth Living Well Network has resulted in a community embedded approach to mental health with a strong focus on building community resilience.</p>
Top tips: <i>What learning could other organisations take from your example above?</i>
<ol style="list-style-type: none">(1) The work has to include a strong engagement approach for all partners from the very start(2) Engagement will take different forms for different audiences, and do not be afraid to do things differently and try new ways of connecting(3) A recognition that the CCG can not achieve equality objectives on its own(4) Working across health and the local authority can bring challenges of different cultures, priorities, and ways of working. It takes time and dedication to cross organisational boundaries. Strong community engagement will help that process.(5) There needs to be clear Governing Body leadership