

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

Your details	
Organisation: <i>Name and type of organisation</i>	Nottingham University Hospital Trust (NUH), Rushcliffe CCG, Nottingham North and East CCG and Nottingham West CCG
Job title:	Equalities Officer
Contact details: <i>Name, telephone, email</i>	Becky Jones rebecca.jones2@nuh.nhs.uk
What are your organisation's Equality Objectives? If published, please include the web link:	The overall objective of the arrangement is to deliver the EDS2 outcomes in a partnership approach. During this process, specific objectives will be identified which will determine the way forwards for the collaboration

Title of Case Study:	
A combined commissioner and provider partnership approach to the EDS2	
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 checked="" 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:

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.

NUH, Rushcliffe, Nottingham North and East and Nottingham West CCGs are working together to implement the requirements of the EDS2 across South Nottinghamshire. Furthermore, in order to ensure patients and employees are put first, we are linking up our engagement activities to the EDS2 Grading System. This allows us to gather regular patient and employee feedback on our services, by protected characteristic group.

This approach is fundamentally different to the approach taken by most organisations for two key reasons. Firstly, it involves commissioners and a provider working together. Secondly, it enables equality and diversity as a discipline to really come to life as a reality, affecting the day-to-day work of NHS professionals, through linking existing processes directly to the EDS2. Allowing the EDS2 to become a living process, rather than just a table-top exercise.

This journey is a new one and we are facing new challenges all the time. Taking the less travelled road often leads to unanticipated bumps and curves and we have faced these on our journey. But our commitment to putting patients' at the heart of what we do means we are determined to continue facing these unexpected challenges, with our strong, collaborative approach as we believe that these are the working methods required to make equality and diversity truly successful and are therefore what continue to drive the project as we work towards our first joint grading and begin to gather the results of our ground-breaking, innovative approach.

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

Include any outcomes for patients, communities or staff.

We are extremely proud of how members of protected characteristic groups, be they patients, community groups or employees, have been placed at the forefront of our approach. Specifically with the linking of engagement activities to the EDS2 Grading Process as this has enabled us to gather a true perspective of the thoughts, issues and priorities of people from protected characteristic groups which probably would not have been able to be so directly challenged into decision-making processes, as they will now be able to.

Throughout the year, we have attended specific events, including Pride, Caribbean Carnival, Muslim Women's Festival and MELA, to gather thoughts on current service provision and to identify areas for improvement, all linked into the EDS2 grading process.

We are also extremely proud of two key projects that this approach has delivered. Both involve a focus on collecting greater patient data, at source (GP Practices and the Emergency Department) and will deliver unrivalled information on our patients that will be able to feed directly into the future commissioning cycle.

How was this achieved?

Include any challenges or barriers to overcome, any partnership working or creative and innovative approaches.

In January 2014, NUH began a partnership arrangement with the South Nottinghamshire footprint Clinical Commissioning Groups (CCG's); Rushcliffe,

Nottingham North and East and Nottingham West that saw NUH's Head of Equality and Diversity providing strategic direction across all four organisations. As a part of this arrangement, an Equalities Officer role was created to oversee the implementation of the work.

This unique partnership approach is the first of its type and should also ensure better economies of scale in public and patient involvement and consultations, avoiding duplication and enhancing outcomes for addressing health inequalities.

Bringing together a commissioner and a provider on a joint project would be complicated enough; but this project brings together three CCGs with a provider and therefore requires excellent communication processes and the ability to effectively manage the pressures and specific organisational requirements of four separate organisations. This lofty task has been able to be achieved through using the EDS2 model as a binding agent that focuses each organisation's attention on its' patients and employees.

Top tips:

What learning could other organisations take from your example above?

Through this process each organisation has learned the benefits of putting individual organisational issues aside and focusing more on patient and employee outcomes, through a strong working relationship between commissioner and provider. By seeing similarities rather than differences, each organisation has been able to retain its' own principles, values and culture whilst still being able to fully contribute to the wider partnership goal of a joint approach to the EDS2. This is a very clear learning objective for other organisations.