

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

NHS England and the Equality and Diversity Council are keen to learn about the outcomes that have been achieved for patients and staff as a result of your organisation’s implementation of the Equality Delivery System for the NHS – EDS/EDS2.

We would like to showcase good EDS/EDS2 practice and outcomes on the Equality and Health Inequalities web pages hosted on NHS England’s website.

Please submit your case study to: edc@nhs.net

Your details
<p>Organisation: North Somerset CCG</p>
<p>Contact details: Mary.adams@northsomersetccg.nhs.uk 01275546721</p>
<p>What are your organisation’s Equality Objectives? If published, please include the web link:</p> <p>https://www.northsomersetccg.nhs.uk/about-us/who-we-are/equality-and-diversity/</p> <p>Equality objectives in commissioning</p> <p>Our aim is to provide inclusive and accessible health services for everyone in North Somerset. To achieve this we’ve set objectives to:</p> <ul style="list-style-type: none"> • improve our equalities data and intelligence • develop an equality assurance process, enabling us to hold providers to account over their own equality performance • improve awareness of NHS services, in particular amongst disabled people, those from minority ethnic backgrounds and from lesbian, gay, bisexual and transgender (LGBT) communities • support greater knowledge and understanding of equality, diversity and human rights among our GP member practices <p>To help us achieve those objectives, we have a strategy and action plan.</p>

Title/Theme of Case Study:	
Training and supporting an Expert Equality Group to enhance delivery of our Equality Objectives in North Somerset.	
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: <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>North Somerset CCG created an Equality Steering Group to lead delivery of the Equality Delivery System 2. The group comprised delivery leads for each of our 5 programme delivery areas for our 2 year plan and specialist (subject matter) leads. As part of the group's work plan a decision was taken to support the recruitment and training of a North Somerset focussed 'Expert Equality Group'.</p> <p>This group comprised people drawn from a variety of protected groups. Training sessions were delivered for the participants to prepare them to become involved in various activities to support delivery of our equality objectives.</p> <p>One of the first activities that they undertook was the peer assessment of our EDS 2 assessment process. Their feedback has helped the CCG to look in more detail at the way in which we present evidence for assessment to ensure that it is more accessible to a lay audience and more closely aligned to what people need.</p> <p>The Equality Expert Group members have also been involved in the procurement projects that the CCG is undertaking. Members of the group have been included in engagement and involvement activities so that they can feedback their views in respect of people with various protected characteristics.</p> <p>Now that the group has become more established, it is due to become part of Healthwatch North Somerset so that participants can become part of their Health Group to add more diversity and their particular perspectives on health.</p> <p>North Somerset CCG regularly recruits Healthwatch volunteers to become involved in many activities across the breadth of our commissioning work. For example, attending</p>	

events, focus groups on health topics and to participate in co-designing care pathways for service improvement projects.

Some of the positive outcomes include:

- Having diverse perspectives to help shape delivery plans and project working
- Having an established and supportive group to refer new volunteers to if they contact us to become involved
- Peer support – group members supporting each other to have a strong voice on various health topics

Some of the challenges have included:

- Setting up simple systems to provide re-imbusement of out of pocket expenses on the day
- Recruiting and supporting people in the most appropriate way
- Providing briefings on activities in ways that people can really understand them
- Working with commissioning colleagues to help them to understand the added value of this work

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

Include outcomes for patients, communities or staff as a result of using EDS/EDS2.

North Somerset CCG is proud to have made an excellent start to include people from diverse backgrounds and from groups of people who are often not heard from. The views that are expressed will help to benefit all patients and staff by helping commissioned services to be more inclusive.

How was this achieved?

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

Having an Equality Steering Group with a focus on this agenda helped to spread the word about the Expert Equality Group support available for commissioning projects and activities.

Top tips:

What learning could other organisations take from your example above?

- Ensure commitment from Board Level
- Make sure you have a group with a defined work plan to deliver on your objectives
- Ensure that participants receive excellent training to support them with the tasks that you are asking them to help with
- Make sure you have a budget for out of pocket expenses
- Work with your local Healthwatch to see how they can help with on-going

Gateway number: 02206

support