

## 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 return the completed form to [edc@nhs.net](mailto:edc@nhs.net)

Your details	
<b>Organisation:</b> <i>Name and type of organisation</i>	South East Commissioning Support Unit working in partnership with Merton Clinical Commissioning Group
<b>Job title:</b>	Equality and Diversity Manager
<b>Contact details:</b> <i>Name, telephone, email</i>	t: 020 8251 0510 e: <a href="mailto:w.shahain@nhs.net">w.shahain@nhs.net</a>
What are your organisation's Equality Objectives? If published, please include the web link:	<a href="#">Merton CCG Equality Objectives</a>

Title of Case Study:	
<b>Equality Delivery System – interpretation to implementation</b>	
<b>Which EDS Goal does your case study relate to?</b> <i>Please tick all that apply</i>	<b>Which protected characteristic(s) are covered by your case study?</b> <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
<p><b>Background information about EDS activity in your organisation:</b>  <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>	
<p>South East Commissioning Support Unit worked with Merton Clinical Commissioning Group (CCG) to assess their equalities performance through the refreshed EDS2. This has been a dynamic process, influenced by and designed with stakeholders, opening up an on-going dialogue for improvement.</p> <p>This involved: desktop-based evidence gathering, verifying evidence with key stakeholders, an engagement event with patients and partners to collectively grade the CCG, a focus group with staff, governing body input, a unique peer assessment between two neighbouring CCGs and development of improvement plans for each goal, which are being closely monitored through a high level steering group and provider assurance sought via the contracts monitoring process.</p> <p><b>Positives:</b></p> <ul style="list-style-type: none"> <li>- We took a flexible approach to EDS, focusing on a few commissioning priorities to ensure our assessment was deeper, rather than broader.</li> <li>- Engaging providers early on to ensure they were active partners in the process</li> <li>- While quantitative data from the staff survey was useful, we felt it would only tell part of the story – a focus group approach was used to supplement and qualify views.</li> <li>- Linking our findings back to the Equality Act 2010 helped to focus the development of action plans around the core duties.</li> </ul> <p><b>Challenges:</b></p> <ul style="list-style-type: none"> <li>- Gathering consistent evidence across all commissioning areas.</li> <li>- Ensuring that engagement was as representative as possible, across conditions as well as protected groups.</li> <li>- Using the contracts monitoring process to robustly monitor compliance</li> </ul>	
<p><b>What are you proud of and how has this benefited patients and/or staff?</b>  <i>Include any outcomes for patients, communities or staff.</i></p>	
<ul style="list-style-type: none"> <li>- Developing an evidence repository to use as a benchmark that can be built on for use by commissioners, providers and service users.</li> <li>- Meaningful, not tokenistic, engagement with stakeholders who will be invited to form a network for on-going support and scrutiny.</li> <li>- A robust process that provided findings stakeholders and service users will be able to hold the CCG to account to through future follow up events.</li> </ul>	
<p><b>How was this achieved?</b>  <i>Include any challenges or barriers to overcome, any partnership working or creative and innovative approaches.</i></p>	
<ul style="list-style-type: none"> <li>- <b>Evidence repository</b> - a comprehensive desktop review, coupled with information provided by providers, was collected including referral and treatment rates and patient satisfaction data. This will serve as a future</li> </ul>	

template for other commissioning areas assessed through EDS.

- **Meaningful engagement** - participants were sought through local Council networks, HealthWatch, Voluntary Sector Council, Providers and the CCG Patient Reference Group to ensure the widest possible cross-section of views were represented. Staff were invited to share their views candidly in a focus group. All findings have been reflected in follow up action plans.
- **Robust process** - the general commitment of the CCG, and the buy-in of key leaders, enabled the EDS assessment to be implemented effectively. This was facilitated by the CSU in communicating the benefits, project managing the process and seeking out champions – such as Governing Body members – to maintain interest and engagement during the assessment and in its aftermath.

**Top tips:**

*What learning could other organisations take from your example above?*

Our 'Top 5 Tips':

- 1) Don't try to assess everything - pick a few key areas from your commissioning priorities to assess Goals 1 and 2.
- 2) Involve your providers early on in the process - they will hold key evidence for your assessment, and are more likely to join you on the improvement journey.
- 3) Ask your local HealthWatch to take an active role in promoting and supporting your engagement activities, and if possible, in ongoing review. Same with your staff.
- 4) Peer assessment reviews are an insightful and challenging approach to validating evidence for Goal 4.
- 5) Set up a clear governance process to regularly monitor progress of your action plans.