

## The Equality Delivery System (EDS2) 2017

EDS2 is a set of 18 outcomes by which the NHS measures its Equality Diversity and Inclusion performance.

Each year, a number of services are invited to attend a public scrutiny event where Key stakeholders including patients, community groups, staff and commissioners rate how well they feel each service is meeting the needs of our diverse patients including:

- People of different ages
- People with disabilities
- People with different ethnicities, including people from different countries or speak different languages
- Different genders, including those who are Trans
- People who are lesbian, gay or bisexual
- Those who are married or in civil partnerships
- Those who have different religions and beliefs and those who have no religion or belief

At this event stakeholders were asked to look at a number of case studies and speak directly with front line staff and service managers and provide an overall rating as follows

Blue	This service is doing very well (Excelling)	It is very clear that this service think well about all the above groups and takes action to make sure that their needs are met
Green	This service is doing quite well (Achieving)	I can see that this service thinks well about many of the above groups and is putting a number of things in place to make sure that their needs are met
White	This service is doing ok (Developing)	I can see that this service thinks well about some of the above groups and is starting to put things in place to meet their needs
Red	This service is not doing well (Undeveloped)	I don't feel this service thinks well about the above groups and is not really putting things in place to meet their needs

Services evaluated in July 2017 and their scores are below

Division	Service	Grade				Overall grade
		Undeveloped	Developing	Achieving	Excelling	
Integrated Community	Intermediate Tier		21%	31%	48%	Excelling
Elective Care	Trauma and orthopaedics			23%	77%	Excelling
	Theatres		19%	29%	52%	Excelling
	Surgery and Endoscopy			29%	71%	Excelling
Acute Adult	Stroke Therapy	7%	7%	33%	53%	Excelling
	Urgent care Therapies			50%	50%	Excelling
Family	Acute Paediatrics E5			25%	75%	Excelling
	Neonatal		6%	6%	88%	Excelling
	Antenatal M1			44%	56%	Excelling

We are delighted that overall, all services assessed were rated as doing very well/Excelling. However we know that not all groups feel this way at all times which means there are always from for improvement. As such all services are expected to develop two EDI actions as part of their overall quality improvement activity.

### Case Study

#### Quality Improvement from the Family Division

As a direct result of interacting with diverse communities at the EDS2 event, a number of services identified that they did not proactively engage very well with people who identify as black African. Proactive engagement is particularly important for health prevention and health promotion services such as Health Visiting and Sexual Health

To help improve proactive engagement within African Communities, the Families Division is piloting a project with the African Pentecostal Community Association to develop a Health Ambassador



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Programme. Health Ambassadors will be from the African Pentecostal community itself and will work with others in the community to navigate and access health information and services.

Once this pilot has been evaluated, we will identify if and how other services should be involved and if the model of engagement could be replicated in other groups where we know engagement is low