

# LONDON AMBULANCE SERVICE NHS TRUST

TRUST BOARD      Date of Meeting: 27 March January 2012

## EQUALITY OBJECTIVES

### 1. INTRODUCTION

The Trust has agreed to adopt the new NHS Equality Delivery System (EDS), an optional equalities framework for the NHS intended to support NHS organisations in improving their equality performance and mainstreaming equalities.

The EDS contains four overarching goals (supported by eighteen outcomes). The equalities and Inclusion Steering group has lead a consultation exercise seeking views on the introduction of four equality objectives to support the Trust in improving performance against each of the four national NHS goals which are:

- Better health outcomes for all
- Improved patient access and experience
- Empowered, engaged and well supported staff
- Inclusive leadership at all levels

Consultation consisted of an electronic survey on our website for completion by stakeholders, including patients, service users and staff together with a special Members' event on 1 March 2012, comprising a wide range of participants from protected characteristic groups. Feedback was also sought from the Patients' Forum/LINKs representatives. The Trust's approach was supported by the NHS London Equality Lead.

In light of comments and feedback received, the following objectives are proposed:

- ❖ **Objective 1 – : We will ensure that the satisfaction rates with our Patient Transport Service are equitable for both women and men using the service.**

This objective received sign-up by the overwhelming majority of respondents to the survey, but it was recommended that it include a reference to sexual orientation to make this objective more challenging, following comments received from the EDS Members' meet event . The Patients' Forum suggested that this objective be refocused instead around emergency service. Following discussion at SMG it was agreed that this objective include sexual orientation in its scope and that the objective now read as:

**We will ensure that the satisfaction rates with our Patient Transport Service are equitable for both women and men using the service and for all our service users, regardless of sexual orientation.**

- ❖ **Objective 2 - We will improve the process for capturing equalities data in the area of patient complaints to ensure that more than 50 percent of complainants have provided relevant details and begin to monitor trends in complaints from black and minority ethnic (BME) service users in 2012/13.**

This objective received sign-up by the overwhelming majority of stakeholders responding to the survey. The Patients' Forum recommended that other ways of obtaining feedback be also looked into, which could form part of the implementation plan around this objective.

- ❖ **Objective 3 – We will act on the results of the staff survey and develop both corporate and localised actions to improve key problems identified by 2016.**

This objective received sign-up by the overwhelming majority of stakeholders responding to the survey and by the participants at the Trust's Members meet; the Patients' Forum suggested the inclusion of more detailed and relevant local questions and additional methods of surveying staff, which could be included in the implementation plan around this objective;

- ❖ **Objective 4 - The Equality and Inclusion Steering Group will appoint champions for each of the protected characteristic groups (age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, religion or belief, sex, sexual orientation) by 2014, to ensure that the interests of these groups are protected and promoted with regard to staff, patients, service users and other stakeholders in line with the requirements of the Equality Act 2010.**

This objective received sign-up by the overwhelming majority of stakeholders responding to the survey and was supported by the participants at the Members' meet; the Patients' Forum asked that the deadline for appointment be brought forward and that consideration be given to the appointment of temporary champions.