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NHS Equality Delivery System 2022 EDS Reporting Template

Version 1, 15 August 2022

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Equality Delivery System for the NHS

The EDS Reporting Template

Implementation of the Equality Delivery System (EDS) is a requirement on both NHS commissioners and NHS providers. Organisations are encouraged to follow the implementation of EDS in accordance EDS guidance documents. The documents can be found at: www.england.nhs.uk/about/equality/equality-hub/patient-equalities-programme/equality-frameworks-and-information-standards/eds/

The EDS is an improvement tool for patients, staff and leaders of the NHS. It supports NHS organisations in England - in active conversations with patients, public, staff, staff networks, community groups and trade unions - to review and develop their approach in addressing health inequalities through three domains: Services, Workforce and Leadership. It is driven by data, evidence, engagement and insight.

The EDS Report is a template which is designed to give an overview of the organisation's most recent EDS implementation and grade. Once completed, the report should be submitted via england.eandhi@nhs.net and published on the organisation's website.

NHS Equality Delivery System (EDS)

Name of Organisation	Milton Keynes University Hospital	Organisation Board Sponsor/Lead
		Danielle Petch
Name of Integrated Care System	BLMK	

EDS Lead	Idris Mohammed	At what level has this been completed?	
			*List organisations
EDS engagement date(s)	Multiple Engagements: Jan 2023 Feb 2023 Mar 2023	Individual organisation	MKUH
		Partnership* (two or more organisations)	South Tyneside and Sunderland NHS Foundation Trust Hertfordshire and West Essex ICB
		Integrated Care System-wide	

Date completed	29 Mar 2023	Month and year published	Mar 2023
Date authorised	31 Mar 2023	Revision date	1 Nov 2023

Completed actions from previous year	
Action/activity	Related equality objectives

EDS Rating and Score Card

Please refer to the Rating and Score Card supporting guidance document before you start to score. The Rating and Score Card supporting guidance document has a full explanation of the new rating procedure, and can assist you and those you are engaging with to ensure rating is done correctly

Score each outcome. Add the scores of all outcomes together. This will provide you with your overall score, or your EDS Organisation Rating. Ratings in accordance to scores are below

Undeveloped activity – organisations score out of 0 for each outcome	Those who score under 8 , adding all outcome scores in all domains, are rated Undeveloped
Developing activity – organisations score out of 1 for each outcome	Those who score between 8 and 21 , adding all outcome scores in all domains, are rated Developing
Achieving activity – organisations score out of 2 for each outcome	Those who score between 22 and 32 , adding all outcome scores in all domains, are rated Achieving
Excelling activity – organisations score out of 3 for each outcome	Those who score 33 , adding all outcome scores in all domains, are rated Excelling

Domain 1: Commissioned or provided services

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<i>Domain 1: Commissioned or provided services</i>	1A: Patients (service users) have required levels of access to the service	<p>Patient Experience Team:</p> <p>Friends and Family Test Various options to complete Friends and Family Test (FFT). Paper forms, online survey, via SMS text messaging (for majority of patients over 18) FFT paper forms available in various languages, easy read and forms specific for children FFT includes questions on protected characteristics so Patient Experience Team have that data available Information relating to FFT on website is translatable into different languages and Comms Team are working on a read aloud function</p> <p>Tell Us About Your Care Webpage Online information on the following, which can be translated into various languages. As above, will also be able to be 'read out' once Comms Team finalise this function on the webpage:</p> <ol style="list-style-type: none"> 1. Getting involved/patient engagement 2. You said, We Did 3. Compliments 4. PALS 	1	Leadership Team

5. Making a Complaint
6. Social Media
7. FFT
8. National and Local Surveys
9. Our National Rating
10. Suggest an Improvement
11. Healthwatch MK

Sign Live

Introducing sign live with support from the charity. We have 10 iPads on mobile stands that can be used in various locations throughout the Trust. Sign live is an anytime, anywhere, British Sign Language (BSL) interpreting on demand service. Project currently ongoing, one of the next stages is linking with SARC to get their feedback on how they feel the system could work for service users.

MKUH Accessibility statement can be found on our MKUH website.

Maternity team:

Maternity self-referral system, maternity specific page in Trust website signposting service users to information.

Antenatal and postnatal care - appointments monitored and did not attend (DNA) processes followed to ensure and encourage engagement from maternity service users. Clear pathways of escalation should concerns be found around the accessing of care.

		<p>MKUH Trust Website has the built in function for service users to select their own language.</p> <p>AA Global translation service to support with service user appointments, discussions and plans of care.</p> <p>BLMK: LMNS Equality and Equity Strategy 2022-2025 setting out plan and initiative to tackle health inequalities across BLMK for pregnant service users.</p> <p>PEP – Patient Experience Portal gives the information on experience.</p> <p>We have MKUH Support patient choices policy</p> <p>Emergency Department (ED) team: The Emergency Department has information leaflets for patients attending ED on the process and pathway through the department. Whilst this is currently only provided in English, we are looking at producing all our patient information leaflets in other languages.</p> <p>There is a robust streaming standard operation procedure (SOP) in place to ensure all patients get timely access to the right care first time, no matter their background, age, gender, race, disability, sexual orientation.</p> <p>MKUH has a dedicated paediatric department ensuring the needs of adults and children are met in the most appropriate care setting with staff trained to care for their individualised needs. The current SOP is under review.</p>		
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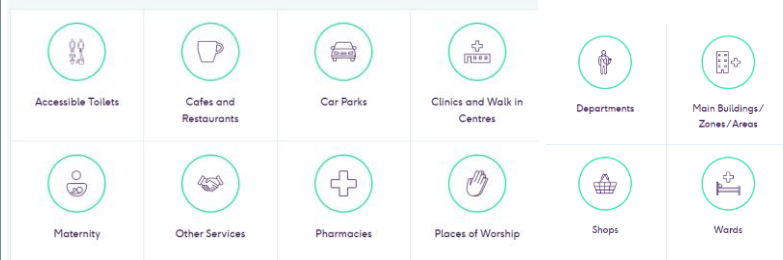
1B: Individual patients (service users) health needs are met

MKUH Ability network, Communications, EDI, Senior leadership and Estates teams working with CIL (centre for integrated living) in the community to impact the Disability and Inclusion agenda. We have AccessAble software for the Trust.



It comes with an accessibility tool bar to support neurodiversity and language. It provides over 81 guides to support patients with disabilities.

Departments and wards

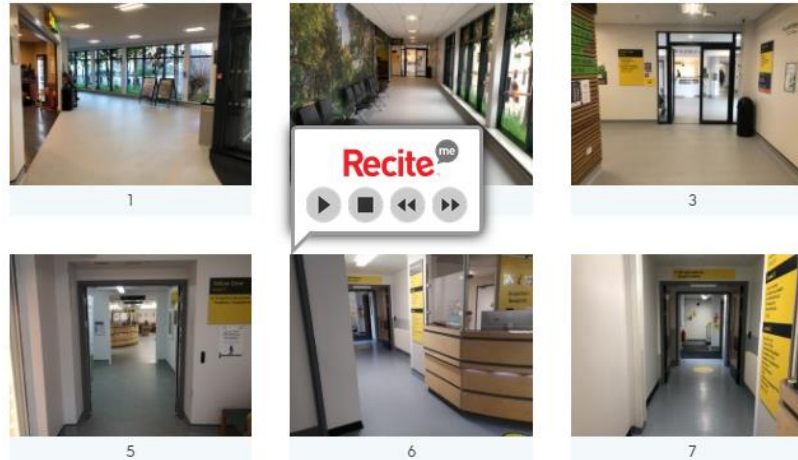


2
Achieving

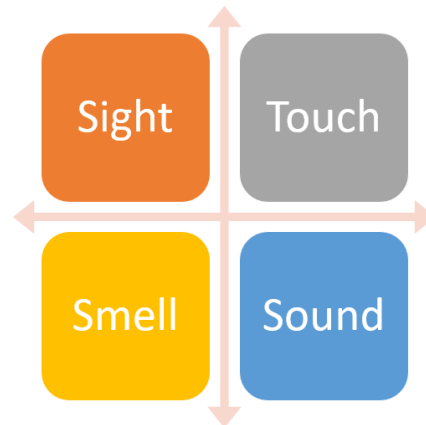
Leadership
Team

Below is a sample for the Audiology department:

 Photos



The team responsible for the New Hospital Building have been engaging with the community on the following:



Patient Feedback – BAME Network

General:

- Separation of male and female patients – Afghan/Arab patients would prefer gender segregation
- Common areas
- Need to be inclusive for non-binary or gender non-conforming people
- People not able or wanting to eat the standard hospital food need kitchen
- Cinema for kids
- Adolescent area – need to cater to children for all ages

Sight:

- Important in winter months to have some light or synthetic natural light

Sound:

- White noise or Calming Music

Touch:

- No comments

Smell:

- Fresh smell spray

		<p>Butterfly Volunteers at MKUH: Butterfly volunteers provide company to hospital patients in the last days and hours of their lives, providing emotional support, companionship and friendship to patients and families.</p> <p>The role:</p> <ul style="list-style-type: none">• To read, listen to music, or simply sit quietly• Support family or friends who are struggling• Give respite to family or friends when they need a break• Simply sit and listen• Be an advocate for the patient and liaise with nursing staff as appropriate• Ensure that nursing staff know that their patients are not alone <p>Maternity team: Maternity care personalised to the needs of the Maternity Service User. Individual preferences discussed, referral to consultant midwife's clinic if required or asked for.</p> <p>BLMK: LMNS funded accredited cultural competency training to strengthen understating of cultural needs and differences to provide care in a culturally sensitive manner.</p> <p>All staff to attend Birthrights training to cement the importance of informed consent, decision making and the implications this has with regards to the treatment of Maternity Services Users under the Human Rights Act 1998.</p>		
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		<p>Antenatal and Newborn Screening pathways set out by NHSE take into account needs of ethnic minority groups with regards to screening available such as haemoglobinopathy screening and partner testing if indicated.</p> <p>Maternity Service Users bookings are further triaged to place them on the correct care pathway i.e.: Midwifery or Consultant Led</p> <p>Perinatal Mental Health and Maternity Safeguarding pathways in place to support needs of our more vulnerable service users.</p> <p>Patient Engagement</p> <p>The ongoing focus for the Patient Experience Team is to build up the engagement group. We have engaged with various groups on projects/initiative including the following:</p> <ol style="list-style-type: none">1. New hospital build2. Checking any new leaflets/documentation3. Involvement in the PLACE Audit4. Involvement in developing a welcome booklet for people involved in Patient and Family Engagement at MKUH with support of AI Team5. Feedback gained by patients for patient experience projects to ensure we are working with them <p>Lots of engagement events which were cancelled during COVID have or are restarting.</p>		
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Other General Patient Experience

Support other departments to collect feedback specific to their area

Work with paediatrics and Children's ED to provide alternative ways for younger patients to provide feedback
Monthly meeting with Age UK for shared learning

Work with charity on:

1. Patient experience resource trolley – providing wealth of information, activities and personal care items to patients on wards
2. Clothing project – work on ensuring supply of clothing for all patients whilst in hospital and suitable clothing for discharge
3. Sensory Garden – working with Arts for Health on sensory garden for any patients and families to access
4. Putting a mobile phone charging unit (Joos) in the ED to ensure patients are able to charge their telephone

EDI team:

Halal, Vegan and Vegetarian Menu and Ramadan

Awareness campaign:

- Menu was revised to offer halal, vegan and vegetarian options
- Menu was translated in different languages
- The menu is inclusive with clear and colourful signs for Halal in Arabic and other signs

		<p>We are engaging with:</p> <ul style="list-style-type: none">• Age UK• MK Carers• MK Council• Safeguarding team• Butterfly volunteers (end of life)• Chaplaincy• Faith groups in the community <p>ED team: In collaboration with teams across MKUH and partners there are several policies and guidelines in place to ensure the individual needs of patients are met.</p> <p>If a patient is deemed to need assessment and treatment in the emergency department, triage is the next step for patients. The triage process and training are currently being revised to include additional training, in addition to the Trust's mandatory training on EDI, language, and culture.</p> <p>There are dedicated pathways in the ED such as the silver trauma pathway, for patients over the age of 65 who have to attend with a trauma.</p> <p>Significant work has been done between ED, haematology and the acute wards to ensure a robust pathway for our population with sickle cell to ensure crisis is early identified, treated and are able to have the continuing care in the most appropriate inpatient area.</p>		
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		<p>There are link roles for many workstreams in the ED and the teams are reviewing, as part of our improvement plans, key areas for patients with vulnerabilities e.g. mental health, autism, dementia, learning disabilities.</p>		
	<p>1C: When patients (service users) use the service, they are free from harm</p>	<p>Patient experience team:</p> <p>Meaningful Activities Facilitator (MAF) Funded by the charity and supported and line managed by the Patient Experience Team the MAF provides soft-touch support (including art activities, handholding, general conversations), activities and engagement for long-stay patients including those with dementia, delirium, learning disabilities, challenging behaviours and those admitted to hospital following a mental health crisis. The MAF visits the wards 5 days a week to provide support that medical staff do not have the luxury of time to provide. There is also a small team of volunteers who support this role.</p> <p>Freedom to speak up team for MKUH: Philip Ball – Lead Guardian Abimbola Aremu – Champion Angela Legate – Guardian Elizabeth Taylor – Guardian Hafsa Omar – Guardian Karen Phillips – Guardian Mary Wiggins – Champion Nicola Cornish – Champion Alison Marlow – Champion Vanessa Braithwaite – Champion Joanne Smith – Champion</p>	<p>2 Achieving</p>	<p>Leadership Team</p>

		<p>Quality Improvement (QI) Hub at MKUH QI hub is used for QI purposes and has the following agenda:</p> <ul style="list-style-type: none">• QI strategy• Improvement work• Improvement stories• Improvement network• Clinical audit• QI toolkit• QI training• Appreciative inquiry (AI) <p>Information portal on MKUH Intranet: Information portal has the following information-</p> <ul style="list-style-type: none">• Live ED dashboard• Trust board scorecard• Power BI reports• Information Request portal• PTL tool• Performance dashboards• HR compliance information• ED streaming• Waiting times• Activity and performance reports• Waiting list reports• MSDS data entry		
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		<p>MKUH intranet: MKUH intranet main page has easy access information for staff for example-</p> <ul style="list-style-type: none">• Report an incident• Human Resources• eCARE ORGs and Videos• Telephone Directory• Quick Access Policies• Trust Documentation• IT service desk• Information portal <p>EDI team: We have been engaging with:</p> <ul style="list-style-type: none">• SARC• CIL• MK Intercultural Forum• MK ACT <p>Maternity team: Robust maternity governance processes.</p> <p>Staff now report incidents on the Trust's reporting system Radar. Protected characteristics are built into the reporting forms.</p> <p>72hr reports of those incidents that are moderate harm are discussed at the weekly Maternity Multidisciplinary (MDT). MDT discussions support with decisions for actions on how to proceed. Actions placed on a live action plan with a view to creating quality improvement (QI) projects in order to</p>		
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		<p>begin aligning with the new Patient Safety Incident Response Framework (PSIRF). Protected characteristics collected as part of underlying themes.</p> <p>Maternity escalation policy and Lead on call rota to support staff with escalating acuity and capacity concerns 24/7 in order to maintain safe levels of care. This includes twice daily safety huddles 7 days a week.</p> <p>Ethnicity dashboard in development to support data collection, with the aim to further embed a culturally sensitive culture and support with QI projects to reduce health inequalities.</p> <p>Monthly safety and governance boards updated with SPC chart demonstrating performance as well as compliance with Ockenden and NHR.</p> <p>Governance report available to all staff.</p> <p>Thematic case studies built into mandatory training to learn from incidents as well as celebrate learning from good practice.</p> <p>Religious leaders visit ward areas based on religious and cultural needs required/requested by the family.<u>eg</u>: The family may wish their Imam to bless their baby on the first day.</p>		
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		<p>ED team: The Emergency department ensures that any incidents are reported to using the Radar system. Where incidents need investigation a 72hour report is conducted, learning shared and where appropriate taken to the serious incident review group.</p> <p>Learning is also shared through the clinical governance meetings and mortality/morbidity meetings held locally.</p> <p>Redacted minutes of the meeting can be shared if required.</p> <p>The department attends the health and safety committee, the health and safety of all staff and patients is treated very seriously. Violence and aggression has been highlighted as a risk to staff wellbeing in the department, currently on the risk register with actions to keep staff and patients protected. The Trust has an Executive led Violence and Aggression Reduction Group which delivers initiatives to reduce violence and aggression across the Trust.</p> <p>Hospital Navigator project: The ED team is working with the YMCA for young people up to the age of 26 who come in ED to access services.</p>		
	<p>1D: Patients (service users) report positive experiences of the service</p>	<p>EDI team: EDI team working with Patient Experience Board to support the positive experience of the service.</p>	<p>2 Achieving</p>	<p>Leadership Team and BLMK: LMNS</p>

		<p>Faith Community Outreach:</p> <ul style="list-style-type: none">• Since Jan 2023 EDI team and Communications team have started a Community Outreach programme to meet faith communities in MK.• The EDI team has collected key themes on this engagement<ul style="list-style-type: none">○ We go to them for better engagement○ Need of health awareness sessions (diabetes and nutrition talks)○ What we can do outside the hospital (at the faith centres)○ Language issues○ IT issues• As part of this engagement EDI team is also helping the Sikh Gurdwara to get funding for Defibrillators and deliver health awareness sessions at the Gurdwara• The plan is to mirror this model for other communities <p>Maternity team: Monthly patient experience meetings that include the Maternity Voices Partnership (MVP), all feedback discussed and live action plan reviewed.</p> <p>Twice monthly meetings with the MVP to discuss feedback and concerns raised as well as planning collaborative workstreams. Chairs of Maternity MK MVP ethnically diverse in their representation.</p>		
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		<p>Improvements seen in positive feedback, recognition of the need to hear feedback from more diverse groups within the community.</p> <p>Maternity EDI working group set up, to include the MVP, to work with Community Action MK for support.</p> <p>ED team: The ED collects friends and family test data from patients that use the service. Comments for patients who use that service are fed back through the patient experience platform.</p> <p>Patient experience team:</p> <p>PEP - Patient experience report for 1st March 2023</p> <p>External data Scores based on public comments (e.g. Facebook, Google, Twitter, NHS.uk). Star ratings are out of 5.</p> <p>Milton Keynes University Hospital NHS scored: 3.2 National average for England is 3.6</p> <p>Current national Ranking: MKUH in the top 85% Current regional ranking: in the top 95%</p> <p>Internal scoring: Care domain averages for Trust: Current overall moving average: 4.6 out of 5</p>		
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		<p>Complaints/PALS Various options to contact Complaints and PALS for support. Paper contact form, online contact form, telephone, mobile telephone, email and open office in the main entrance (09.30 to 16.00 hours Monday to Friday) Complaints and PALS information leaflets available in various languages and easy read</p> <p>Face to face appointments to discuss concerns can be booked with an interpreter or telephone calls can be undertaken using the telephone interpreting service.</p> <p>There are mandatory fields when inputting Complaints and PALS cases onto RADAR that ask about protected characteristics.</p> <p>MVP review complaint responses for maternity</p> <p>National Surveys Trust works with Picker on all national surveys:</p> <ol style="list-style-type: none">1. Adult Inpatient Survey2. Cancer Patient Experience Survey3. Children and Young People's Survey4. Maternity Survey5. Urgent and Emergency Care Survey <p>All surveys pick a set number of random patients who have accessed the relevant service during a set time Results include a demographic breakdown Surveys are available in various formats to ensure accessibility</p>		
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		<p>All departments are expected to develop action plans based on results</p> <p>Examples of patient feedback:</p> <p>Urology ‘I was given a very comprehensive guide of what to do and a line of contact for the follow up. Service outstanding. Thank you’</p> <p>DSU ‘The nurses were amazing! I was so poorly and as soon as I had some antibiotics, paracetamol and fluids I felt better just after the first lot’</p> <p>ED ‘All the staff were professional and helpful despite being very busy. I don’t feel like there was much to improve in terms of personnel, and I understand that the waiting times are out of hands of staff which should be supported more.’</p> <p>Maternity ‘Staff very supportive and amazing, kept me updated the whole way through and made sure I was comforted when things became risky and scary. They also ensured my partner was okay’</p>		
Domain 1: Commissioned or provided services overall rating			7	

Domain 2: Workforce health and well-being

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
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<p style="text-align: center;">Domain 2: Workforce health and well-being</p>	<p>2A: When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD and mental health conditions</p>	<p>The Staff Health and Wellbeing Team has provision for obesity, diabetes and mental health.</p> <p>Policies linked to Staff health and wellbeing:</p> <ul style="list-style-type: none"> • Agile working policy and procedure • Menopause policy and procedure • Uniform policy and procedure • TriM Maternity staff support following incident policy <p>New Disability Advisor in post to support staff, staff networks, recruitment team, HR advisors, HRBPs, EDI and occupational health team.</p> <p>Library resources have health and wellbeing pages with leaflets containing suggested reading, apps and websites.</p> <p>Information on:</p> <ul style="list-style-type: none"> • Anxiety • Coping with Covid • Depression • Giving up smoking • Health eating • Long Covid • Men's health and wellbeing • Menopause • Mental health 	<p style="text-align: center;">2 Achieving</p>	<p>Leadership Team</p>
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		<ul style="list-style-type: none"> • Mindfulness • Relaxation • Resilience • Sleep • Stress • Wellbeing at work <p>Occupational health and wellbeing and emotional and mental wellbeing support</p> <p>Mental Health First Aid</p> <ul style="list-style-type: none"> • Mental Health First Aid (MHFA) training courses • Staff mental health and wellbeing hubs • Staff physiotherapist <p>Occupational health services provided to MKUH staff and volunteers include:</p> <ul style="list-style-type: none"> • Action following exposure to body fluids • Advice to managers on staff health and wellbeing • Advice to staff on health and wellbeing (staff can self-refer) • Flu Immunisation • Ill-health retirement • Immunisation/blood testing • Health surveillance • Pre-employment screening • Sickness absence management advice 		
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The Staff Health and Wellbeing Department also have some very useful information.

- Arthritis
- Heart Healthy
- How to Stay Calm in a Global Pandemic
- Hidden disabilities
- Kortext Health and Wellbeing Books
- Media Literacy
- Translated Patient Information List
- Your Health Collection

Manual Handling - the aim of the Manual Handling Service at Milton Keynes University Hospital is to promote the musculoskeletal wellbeing of staff, prevent both staff and patients from getting injured and developing a Gold Standard for Manual Handling. This is managed by the Manual Handling Advisor and he is an integral part of the Staff Health and Wellbeing Department.

Health and Wellbeing Champions to support the Trust with the introduction of our new (and existing) Health and Wellbeing (HWB) schemes, we have enlisted the help of a number of HWB champions from across the organisation who will act as advocates for promoting the initiatives in their local areas.

		<p>'Know your numbers' clinics open to staff to come and check weight, Blood Pressure and Cholesterol</p> <p>Occupational health and wellbeing initiatives</p> <ul style="list-style-type: none">• Provision of snacks for each staff member• Mandatory lunch breaks• Walking group• Employee recognition• Monthly lunch and meet SMT• Wellbeing Wednesday• H&WB Conversations• HWB Advocates• Resilience training• Face to Face meetings• HWB Webinars for staff to access• Promotion of QR code for HWB• Menopause wellbeing boxes• Wellbeing room in each area• Weight management programme• HWB clinics• Water fountains for each area• Support package for Forces workers• Support package for Medical staff• Support package for Med/ Nursing students• Stop Smoking Support• Alcohol Support		
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		<p>Wellbeing Framework Plan:</p> <p>Organisational development</p> <ul style="list-style-type: none"> • Culture • Staff benefits • Staff survey • Talent management • People pulse <p>Internal interventions:</p> <p>These are courses/materials designed and been delivering by the EDI team</p> <ul style="list-style-type: none"> • EDI and inclusive Strategies • EDIB part of MK Managers way • Imposter syndrome and BAME • Neurodiversity at work • Cultural awareness (looks at culture, discrimination, harassment, microaggressions, unconscious bias). This was designed in collaboration with HR team • Dyslexia my Superpower • EDI and Leadership Toolbox • Compassionate leadership • Reasons to employ disabled people • Wellbeing tips • Improve happiness practical tips 		
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		<ul style="list-style-type: none"> • What makes a good life • Islamic Values • How to practice compassion • MKUH well-being Framework • How to well-being discussions <p>External Interventions:</p> <ul style="list-style-type: none"> • Cultural intelligence Facilitator programme (this has been attended by the EDI team and HRBP) • Cultural intelligence away day (by Execs) • Cultural intelligence (this will be deployed for 40 senior managers across the trust) • Neurodiversity (this will be delivered to the whole ER team, including OH, HR, EDI) <p>Maternity staff Health and Wellbeing Champion. Staff members with identified physical and mental needs supported with managerial referral to occupational health and wellbeing.</p> <p>Signposting to Trust intranet page:</p> <ul style="list-style-type: none"> • Emotional and Mental Wellbeing • Financial Wellbeing • Social Wellbeing • Spiritual Wellbeing 		
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		<ul style="list-style-type: none">• Physical Wellbeing• Environmental Wellbeing <p>Email from the head of service recognising and addressing compassion fatigue and support available. This is particularly in relation to the recent covid pandemic.</p> <p>MKUH intranet: MKUH intranet main page has easy access information for staff for example-</p> <ul style="list-style-type: none">• Report an incident• Human Resources• eCARE ORGs and Videos• Telephone Directory• Quick Access Policies• Trust Documentation• IT service desk• Information portal <p>All the HR documentation including clinical and non-clinical policies, can be found on the MKUH intranet.</p>		
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	<p>2B: When at work, staff are free from abuse, harassment, bullying and physical violence from any source</p>	<ul style="list-style-type: none"> • Disciplinary policy • Grievance policy • Managing unacceptable behaviour policy • Domestic abuse policy and procedure • Employee passport policy and procedure • Anti-racism pledge (#BeKind #BeNice) • Values and Behavioural Framework • Well-being discussion Framework (#howareyou) • FTSU Guardians and Champions • RADAR (a new system to raise incidents and complaints for staff) • Schwartz rounds – Violence and aggression – managing crisis • Leading with Values workshops • Values into Action Workshops • Living Our Values • MK Managers way programme for leaders delivered by leaders • Culture survey as part of living our values campaign • Event in the tent on organisational culture <p>WRES and WDES data and reports with Infographics and action plan</p>	<p>2 Achieving</p>	
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		<p>EDI Interventions – Emotional and Cultural Intelligence, Compassionate and Inclusion Leadership awareness. EDI Team (EDI Business Partner, Disability Advisor, EDI Advisor):</p> <ul style="list-style-type: none"> • EDI rounds • EDI training sessions for team and leaders • EDI one-to-one discussions • Temperature check • EDI facilitation programme <p>Violence & Unacceptable Behaviour Steering Group established and active. Outcomes have been improved zero tolerance campaigns, publication of prosecution outcomes, improved de-brief process, Live Violence and Aggression Q&As and listening events.</p>		
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	<p>2C: Staff have access to independent support and advice when suffering from stress, abuse, bullying harassment and physical violence from any source</p>	<p>24/7 Mental health support (VIVUP)</p> <p>Management of stress at work policy FTSU policy and procedure</p> <p>Staff Networks (BAME, Pride, Women's, Faith and Belief, Ability and Armed Forces)</p> <p>FTSU policy and procedure (whistleblowing is addressed as part of this policy)</p> <p>Freedom To Speak Up Guardian and Champions</p> <ul style="list-style-type: none"> • Philip Ball – Lead Guardian • Abimbola Aremu – Champion • Angela Legate – Guardian • Elizabeth Taylor – Guardian • Hafsa Omar – Guardian • Karen Phillips – Guardian • Mary Wiggins – Champion • Nicola Cornish – Champion • Alison Marlow – Champion • Vanessa Braithwaite – Champion • Joanne Smith – Champion <p>HR Team (HR advisors and HRBPs)</p> <p>EDI Team (EDI Business Partner, Disability Advisor, EDI Advisor):</p> <ul style="list-style-type: none"> • EDI rounds 	<p>2 Achieving</p>	
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		<ul style="list-style-type: none"> • EDI training sessions for team and leaders • EDI one-to-one discussions • Temperature check • EDI facilitation programme <p>Staff Governors for MKUH. Represent the interests of all our staff across, all our sites, playing a key role by informing the Council of Governors about widely held staff views. This could be on patient safety, patient experience and/or quality of services.</p> <p>What do Staff Governors do?</p> <ul style="list-style-type: none"> • Listen to the views of staff and represent them at the Council of Governors • Undertake activities to provide opportunities for staff to talk to them e.g., stalls, drop-in days, Q&A sessions • Attend Council of Governor meetings <p>Staff health wellbeing team</p> <ul style="list-style-type: none"> • Occupational health • Emotional and mental wellbeing • Financial wellbeing • Social wellbeing • Spiritual wellness • Physical wellbeing • Environmental wellbeing • Additional support 		
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		<p>Professional Midwifery Advocates accessible to staff - A-Equip Model</p> <p>TRiM trained practitioners to support with staff in traumatic incidents including follow up care.</p> <p>Maternity Culture Survey currently ongoing, QIP to be developed based on feedback. Survey results to be shared with all staff in the service. Recognising that the improvements in the working safety culture have a positive impact on overall patient experience.</p> <p>Maternity EDI working group to focus on the protected characteristics and identify additional support required e.g.: Working environment needs for neurodiverse colleagues.</p>		
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	<p>2D: Staff recommend the organisation as a place to work and receive treatment</p>	<p>Staff survey shows MKUH has done better than average on all people promise elements, themes and scores.</p> <p>For the question I would recommend my organisation as a place to work: MKUH score: 68.1% Average score: 56.5%</p> <p>Receive Treatment: MKUH score: 68.2% Average score: 61.9%</p> <p>We have Physio on site and have a fast track to the dermatology clinic. We are working towards providing provisions to refer to the staff to other issues quickly.</p> <p>All staff have equal training opportunities based on career aspirations and objectives set at yearly appraisal conversations.</p> <p>Learning Environment Lead and Recruitment and Retention Lead support with the student to registrant transition, this has secured maternity in retaining their own students as well student from other organisations in the area.</p> <p>Values based interviewing and exit interview processes introduced to gain rich qualitative</p>	<p>2 Achieving</p>	<p>Senior Leadership Team/HR/EDI/OD</p>
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		<p>data to fuel change to support a psychologically safe working environment.</p> <p>All flexible working requests given consideration as per trust policy and within the scope of the service and individual job role.</p>		
Domain 2: Workforce health and well-being overall rating			8	

Domain 3: Inclusive leadership

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
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<p style="text-align: center;">Domain 3: Inclusive leadership</p>	<p>3A: Board members, system leaders (Band 9 and VSM) and those with line management responsibilities routinely demonstrate their understanding of, and commitment to, equality and health inequalities</p>	<p>3A: Board member's responsibility:</p> <ul style="list-style-type: none"> • Inclusion Leadership Council – Network of Networks <ul style="list-style-type: none"> ○ ILC Agenda focuses on EDI chaired by Trust Chair and Director of Workforce ○ EDS2022 Engagement Framework Discussed at ILC • EDI Action Plan Discussion at ILC <ul style="list-style-type: none"> ○ Gender Pay Gap ○ WRES and WDES ○ EDS2022 Engagement ○ Cultural Intelligence programme ○ Neurodiversity Awareness Campaign ○ Cultural Awareness Training ○ Disability Confident Leadership Portfolio ○ Inclusive Recruitment Practices ○ Talent Management for BME ○ Staff Survey Results ○ Share not Declare Campaign • WRES Action Plan: • EDI Initiatives: <ul style="list-style-type: none"> ○ Internal ○ External 	<p style="text-align: center;">2 Achieving</p>	
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		<ul style="list-style-type: none"> • Diversity and Inclusion Award (Jan 2023) • Breaking the Bread Strategy at MKUH (Diwali and Romanian National Day) • Cultural Intelligence Programme for Execs • Allyship Black History Month Event • Leadership and Comms Team: <ul style="list-style-type: none"> ○ Live Q&A ○ Ask Joe held Every Wednesday ○ Event in the Tent ○ #LoveMKUH ○ #LoveMKUH Wellbeing Week ○ Festive Thank You & Fair ○ Community Pantry • Execs Championing Disability Software for the Trust • Reports on the Website (MKUH.NHS.UK) <ul style="list-style-type: none"> ○ Gender Pay Gap ○ WRES Report ○ WDES Report ○ Annual EDI Report ○ WRES Infographics ○ WDES Infographics • Trust Board Meetings available on MKUH.NHS.UK 		
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		<ul style="list-style-type: none">• Loud, Bold and Proud Project to promote Staff Networks• JCNC Agenda• Workforce Strategy Objectives Focusing on EDI• Workforce and Development Assurance Committee• Workforce Development and Assurance Committee (WDAC) & Workforce Board (WB) Annual Work Plan		
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	<p>3B: Board/Committee papers (including minutes) identify equality and health inequalities related impacts and risks and how they will be mitigated and managed</p>	<p>3B: Board/Committee identify equality and health inequalities</p> <ul style="list-style-type: none"> • EIA (Equality Impact Assessment) part of every policy • EDI Team part of EIA discussions • EDI Discussions part of ILC (Inclusion Leadership Council) • Staff Network Meetings with HR and EDI Team (BME, Ability, Pride, Women, Armed Forces, Faith and Belief) • WRES and WRES Infographics Championed by Execs • Increase in BME Representation at Board level – Non-Exec Directors at MKUH • Occupational Health <ul style="list-style-type: none"> ○ Staff COVID Risk assessments ○ Staff Risk Assessments through Occupational Health 	<p>2 Achieving</p>	
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	<p>3C: Board members and system leaders (Band 9 and VSM) ensure levers are in place to manage performance and monitor progress with staff and patients</p>	<p>3C: Board members ensure levers for performance and monitoring</p> <ul style="list-style-type: none"> • EDI action plan discussion in JCNC (Joint Consultation and Negotiation Committee), Workforce Board and ILC • Anti Racism Pledge, Engagement Framework and Seven Principles • Ability network - End of year Q & A with John Blakesley Executive Champion • MKUH Chief Nurse Fellowship Programme for BME Colleagues • MK Managers Way Programme for Leader delivered by Leaders • Cultural Awareness Programme for Leaders and Colleagues <ul style="list-style-type: none"> ○ Culture ○ Diversity and Inclusion ○ Impact and Intent ○ Discrimination ○ Impact and Intent ○ Microaggressions ○ Unconscious Bias ○ Action plan 	<p>2 Achieving</p>	
<p>Domain 3: Inclusive leadership overall rating</p>			<p>6</p>	
<p>Third-party involvement in Domain 3 rating and review</p>				

Trade Union Rep(s):	Independent Evaluator(s)/Peer Reviewer(s): South Tyneside and Sunderland NHS Foundation Trust Hertfordshire and West Essex ICB (score calculated as an average from the two scorings given by the peer reviewers)
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EDS Organisation Rating (overall rating):

Organisation name(s):

Those who score **under 8**, adding all outcome scores in all domains, are rated **Undeveloped**

Those who score **between 8 and 21**, adding all outcome scores in all domains, are rated **Developing**

Those who score **between 22 and 32**, adding all outcome scores in all domains, are rated **Achieving**

Those who score **33**, adding all outcome scores in all domains, are rated **Excelling**

EDS Action Plan	
EDS Lead Idris Mohammed	Year(s) active 2023/2024
EDS Sponsor Danielle Petch	Authorisation date 31/03/23

Domain	Outcome	Objective	Action	Completion date
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<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Domain 1: Commissioned or provided services</p>	<p>1A: Patients (service users) have required levels of access to the service</p>	<p>Support patients from underserved, under-represented and seldom heard groups to identify service development and improve the services – focusing on protected characteristics</p>	<ul style="list-style-type: none"> • Using the EDI community engagement strategy working with community leaders, faith leaders and VCSEs to collect more data on access to service • Start working on the key themes collected as part on the engagement strategy including awareness session at community centres/faith centres, dealing with language and IT issues • Equality impact assessment project which will look at: <ul style="list-style-type: none"> ○ Training managers ○ Better awareness ○ More robust policy and procedure reflecting on protected characteristics 	<p>31 March 24</p>
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	1B: Individual patients (service users) health needs are met	Support patients to be involved in their healthcare needs and support shared decision making - – focusing on protected characteristics	<ul style="list-style-type: none"> • Working with the community and focusing on the new sight, touch, smell and sound project for the new hospital building • Conduct listening events at the Trust and in the community to understand the health needs and work on the interventions • Conduct ‘you said we did’ events in the community • Make the patients part of the decision making process with the help of faith leaders, charities and VCSEs (network attached below) 	
	1C: When patients (service users) use the service, they are free from harm	Supporting staff caring for patients and visitors from protected characteristic groups, including disabled, LGBT and religious groups.	<ul style="list-style-type: none"> • Introducing zero tolerance policy impacting both staff and patients • Promoting Anti-Racism Pledge • Introducing Disability Pledge 	31 March 24
	1D: Patients (service users) report positive experiences of the service	Reach out to diverse communities for feedback	<ul style="list-style-type: none"> • Visit the community and faith groups and collect the data • Design new simple forms in different languages to gather feedback • Review the feedback and feed it into patient experience board 	31 March 24

Domain	Outcome	Objective	Action	Completion date
<p style="text-align: center;">Domain 2: Workforce health and well-being</p>	<p>2A: When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD and mental health conditions</p>	<p>Increase organisational and staff awareness on mental and physical health</p>	<ul style="list-style-type: none"> • Working with staff networks, library, OD, EDI and HR Occupational health to look at key issues including sickness absence • Exploring more resources for staff present nationally and locally. • Signposting staff with help of Comms 	<p>1 Dec 2023</p>

	<p>2B: When at work, staff are free from abuse, harassment, bullying and physical violence from any source</p>	<p>Build a freedom to speak up culture free</p>	<ul style="list-style-type: none"> • Promoting inclusion and diversity as part of cultural awareness and EDI programmes at the Trust • Work in collaboration with FTSU team, staff networks, HR, OD, Occupational health and EDI team to have a more focused approach • Promote health and wellbeing discussions at the trust • Promote wellbeing framework • Promote Trust Values and Behavioural Framework • Promote anti-racism pledge #bekind and #benice campaign • Building different channels of support for staff where people can speak up from their colleagues to managers to staff networks to EDI team to FTSU team 	<p>1 Dec 2023</p>
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	<p>2C: Staff have access to independent support and advice when suffering from stress, abuse, bullying harassment and physical violence from any source</p>	<p>Ensure all staff have access to support</p>	<ul style="list-style-type: none"> • Signposting staff to services provided at the Trust for mental and physical health • Working with OD team and Comms to promote the programmes offered • Build different channels of support for staff where they can find information easily including self-access points and also physical help if they need 	<p>1 Dec 2023</p>
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	2D: Staff recommend the organisation as a place to work and receive treatment	Improve on staff subscores related to advocacy	<ul style="list-style-type: none"> • Our response rate is 43%. • Promote staff survey importance as part of inclusion agenda and cultural change linked to WRES and WDES. • Put a plan for awareness with the help EDI, MK Managers way, cultural awareness and cultural and emotional intelligence programmes with the help of staff network to get more staff engagement • Use different points to collect data including exit interviews, lived experiences, EDI rounds. • Use data to build organic interventions to support intentional inclusion and inclusive diversity 	31 March 24
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Domain	Outcome	Objective	Action	Completion date
Domain 3: Inclusive leadership	3A: Board members, system leaders (Band 9 and VSM) and those with line management responsibilities routinely demonstrate their understanding of, and commitment to, equality and health inequalities	Ensure that EDI is a part of every transaction	<ul style="list-style-type: none"> • EDI discussions as part of meetings • Intentional inclusion and inclusive diversity is discussed in senior management meetings • Divisions and senior teams have inclusion and belongingness champions • Increase ILC (inclusion leadership council) membership to ensure different divisions are included and heard • Reflect on WDES and WRES action plan 	1 Dec 2023
	3B: Board/Committee papers (including minutes) identify equality and health inequalities related impacts and risks and how they will be mitigated and managed	Engagement with ICS on equality and health inequalities	<ul style="list-style-type: none"> • Equality and health inequalities are standing agenda items in all board and committee meetings. • Work with ICS on promoting health inequalities agenda • EDI as part of workforce strategy 	1 Dec 2023

	<p>3C: Board members and system leaders (Band 9 and VSM) ensure levers are in place to manage performance and monitor progress with staff and patients</p>	<p>Deploy tools to monitor health inequalities for both patients and staff</p>	<ul style="list-style-type: none"> • Using reports including gender pay gap, WRES, WDES, EIA, Annual EDI report and EDS2022 to monitor progress and develop organic interventions to support EDI agenda impacting staff and patients • Senior leadership team supporting EIA campaign - Equality Impact Assessment campaign which will look at: <ul style="list-style-type: none"> ○ Training managers ○ Better awareness ○ Building an organic framework for EIA ○ More robust policy and procedure reflecting on protected characteristics 	<p>1 Dec 2023</p>
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Key themes MKUH will be reflecting on as part of future work:

1. How can we work with the community, faith leaders, VCSE (voluntary sector) in MK to impact patient experience and understand them better?
2. How can we gather data for patients on protected characteristics in order to provide customised services?
3. How can we collect feedback for patients with different protected characteristics?
4. What can we do more to impact staff health and wellbeing?
5. How can we reflect on our senior leadership to deploy intentional inclusion and inclusive diversity?

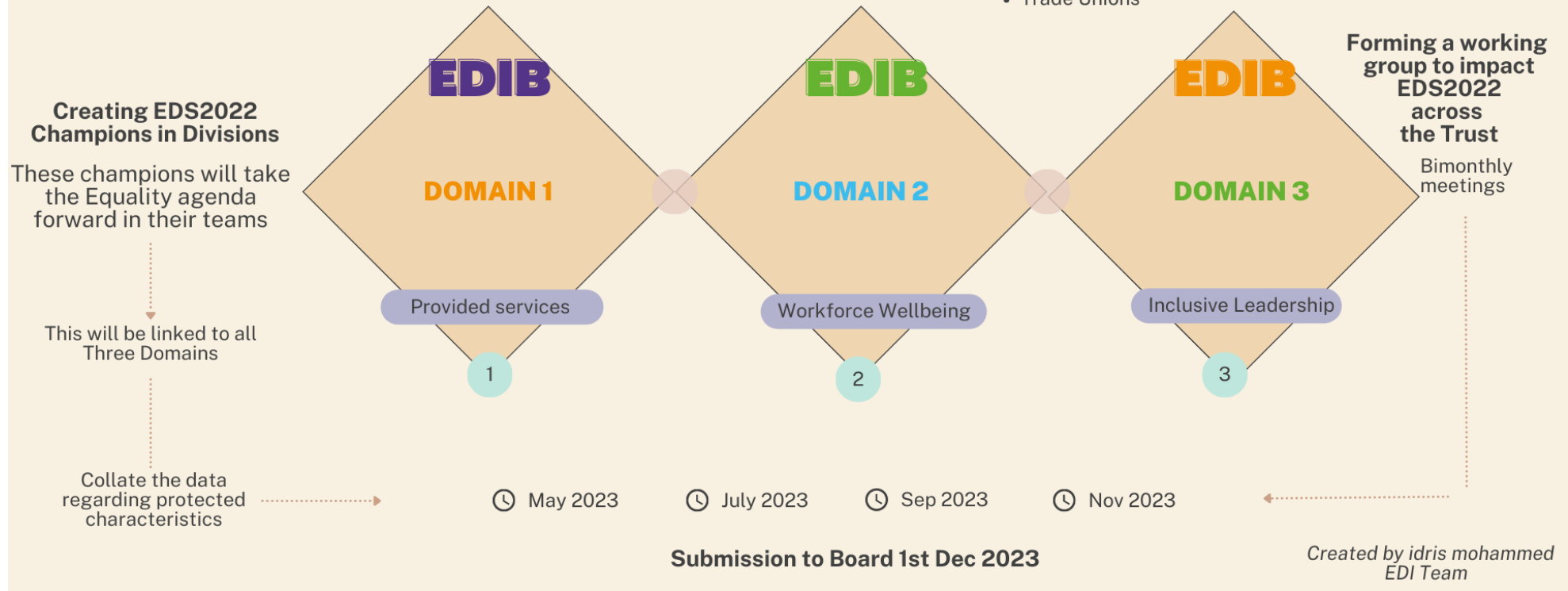
MKUH EDS2022 ENGAGEMENT FRAMEWORK 2023/2024

Key Questions to Address:

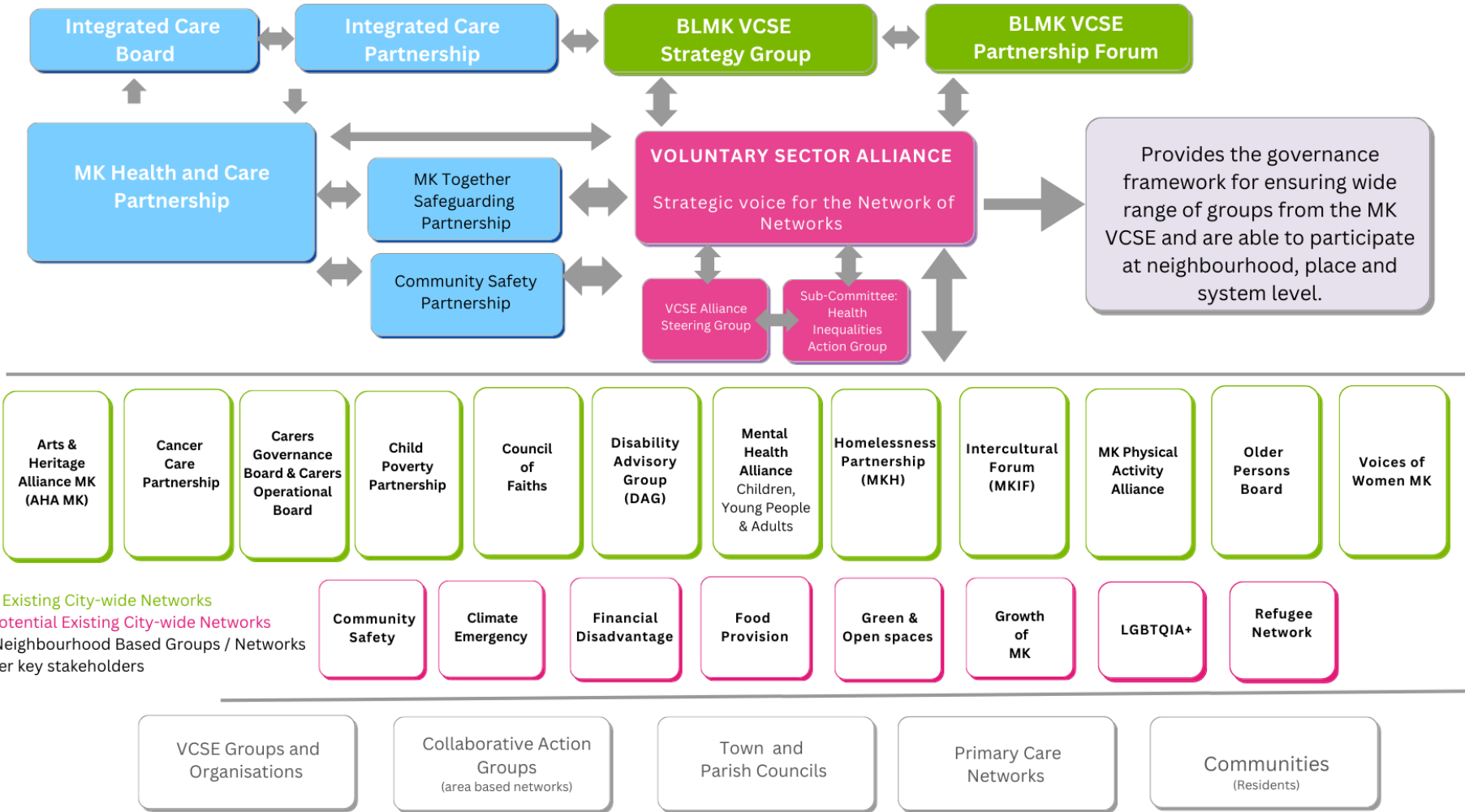
- How can we work with the community, faith leaders, VCSE (voluntary sector) in MK to impact patient experience and understand them better?
- How can we gather data for patients on protected characteristics in order to provide customised services?
- How can we collect feedback for patients with different protected characteristics?
- What can we do more to impact staff health and well-being?
- How can we reflect on our senior leadership to deploy intentional inclusion and inclusive diversity?

Stakeholders/Teams/Tools:

- Radar Team
- PEP data
- Information Team
- Patient Experience team/board
- EDI and ER Team
- Divisions/Charity/Governors/Chaplaincy/FTSU
- Comms
- EDI community engagement and outreach (faith leaders)
- VCSEs (Voluntary, Community and Social Enterprise)
- Staff/Staff networks
- Senior management team (workforce strategy)
- ILC
- EIAs
- Service users
- Trade Unions



The Network of Networks for Milton Keynes



Patient Equality Team
NHS England and NHS Improvement
england.eandhi@nhs.net
