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Public Sector Equality Duty Report March 2018



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Executive Summary

The purpose of this report is to assure the people of Wakefield that the Clinical Commissioning Group (CCG) is compliant with the Public Sector Equality Duty (PSED) and committed to equality and inclusion.

This report provides an annual update of activity undertaken to embed equality within the organisation and its activities.

The CCG's vision for people who live and receive health services in Wakefield, people who work for the organisation and those involved with the CCG is:

"..to commission quality services that will improve our patients' experiences of care and their health outcomes. A key part of this will be to involve and listen to our patients, practices, partners and staff when redesigning services.

We believe that we will be successful if we work in a creative and empowering environment that is supportive and stimulates innovation. Our vision will forge effective joint solutions delivered in partnership across organisations that will be patient-centred."

Underpinning the vision are core values for staff complementing the equality principles embodied within this document:

- Putting patients at the heart of all commissioning decisions;
- Fostering strong partnerships between and within member practices to enhance the commissioning of services for the whole health economy;
- Identifying and sharing good practice;
- Building health alliances with Wakefield Council, Public Health and other partners in the wider health economy
- Encouraging public and patient participation to enhance service improvements;
- Commissioning high quality, safe services.

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The CCG recognises that different patients and carers use and experience health services differently, they may experience health inequalities and have diverse needs. This has to be fully considered when planning and commissioning services.

To deliver this we need accurate quantitative and qualitative intelligence from our providers and from patients and carers.

We talk to our communities; we consult and engage to listen to their views. We have a Public Involvement and Patient Experience Committee (PIPEC) which assures our engagement activity. Members include the public and representatives of local third sector organisations and community groups that represent different communities. We are active members of Wakefield Council's Equality and Cohesion Partnership.

This year we have developed an Equality Health Panel to ensure public engagement with our equality agenda. It provides an opportunity, quarterly, for protected groups and their representatives to share their views, information and feedback with the CCG and our providers to promote equality in the Wakefield healthcare system.

A new [communications, engagement and equality](#) strategy has been developed and is available on our website.

Equality Act and the Public Sector Equality Duty (PSED)

Publishing equality information and setting equality objectives are part of the CCG's compliance with the Equality Act (2010) and one of the ways the CCG demonstrates meeting the Public Sector Equality Duty. For more information visit;

- [Equality Act](#)
- [Public Sector Equality Duty](#)

Equality

Wakefield CCG aims to ensure that protected groups¹ have the same access, experiences, and outcomes as the general population. The CCG recognises that there are many things that influence this that it may not have control over, but it is committed to work with partners and the community to influence where it can, including by;

- Reducing inequalities in health outcomes and experience. This will be achieved by working in partnership, including Wakefield Council and others, to address community need as described in the [Joint Strategic Needs Assessment \(JSNA\)](#);
- Removing barriers or inequalities faced by protected groups accessing healthcare, including making reasonable adjustments. Our service specifications will reflect this requirement for providers to address inequality and we will in our policies and practice;
- Promoting and actively involving patients and their carers in decisions about the way their health care is provided and the methods we use to design and commission health services, so they are relevant, appropriate and meet the needs of the population we serve.

Population Profile

NHS Wakefield Clinical Commissioning Group (CCG) plans and buys health care services for a total registered population of 372,282 (1 Jan 2018) across 38 local GP practices.

¹ Protected groups – Age, disability, sex, sexual orientation, ethnicity, gender reassignment, religion and belief, pregnancy and maternity, and marriage and civil partnership.



For a breakdown of the population profile please visit:

- [Wakefield State of the district report 2017](#)
- [Joint Strategic Needs Assessment \(JSNA\)](#)
- [Wakefield Health Profile 2017](#)
- [Wakefield Public Health Report](#)

Population by Protected Characteristics

People can have different experiences and outcomes when they use NHS services, this can result in inequalities that affect broad groups of patients.

Health inequalities are not only apparent between people of different socio-economic groups for example, different incomes, but also exist between the sexes, different ethnicities, older people and people with mental health problems or learning disabilities. The causes of health inequalities are complex, and include lifestyle factors such as smoking, nutrition and exercise as well as wider determinants such as poverty, housing and education.

For more data and information on social and health inequalities in the Wakefield District please visit the JSNA.

Wakefield Health and Wellbeing Plan

The Wakefield health and social care system, under the Health and Wellbeing Board, have agreed a set of high level outcomes. The CCG will work with partners to deliver these by 2021. The plan is available [here](#).

Wakefield Commissioning Principles

Underpinning the strategic plan of Wakefield CCG is a set of commissioning principles; these are integral to ensuring equitable outcomes for all patients and are detailed in our [Commissioning Policy](#).

Equality Impact Assessment (EIA) is used to ensure the commissioning process takes account of the needs of protected groups. The EIA process is integrated with quality, privacy and system assessments.

Equality Objectives

In 2014, the CCG developed four equality objectives following the implementation of the Equality Delivery System (EDS) with local people, groups, and staff.

The objectives were designed to run over 4 years to demonstrate improvement in the following areas;

- Equality Objective 1: Increasing screening rates for cervical and bowel cancer screening
- Equality Objective 2: Ensure access to local health provision for EU communities and improve the experience and confidence of the transgender community
- Equality Objective 3: Enhancing member practice engagement
- Equality Objective 4: Improving data quality and intelligence gathering and analysis, that informs evidence based commissioning and service improvement.

Outcomes

The progress on the objectives was monitored by the Integrated Governance Committee and reported annually in the Public Sector Equality Duty report. Some of the objectives were delivered by Networks. Networks are groups of GP practices working together across geographical areas. A summary of progress is detailed below.

Equality Objective 1: **Increasing screening rates for cervical and bowel screening** (Ethnicity).

Improving cancer screening uptake

Practices put in place robust systems to identify those patients who have failed to respond to screening invitations, and developed systematic processes to follow these patients up. During 2015/16 638 patients were proactively contacted. An education session to build the knowledge of clinicians around increasing uptake of cancer screening was held.

Equality Objective 2: **Ensure access to local health provision from new EU communities and improve the experience and confidence of the transgender community.**



Work has been undertaken with local community centres to engage with local **Eastern European community**. The CCG worked with Wakefield Council to gather the views of the Eastern European community on their experiences of living in Wakefield district, including specific health questions. The intelligence will be analysed to support work with the community.

Transgender Community

The CCG was part of the West Yorkshire Trans Equality Multi-Agency Partnership Group, training for staff across the public sector, on trans awareness was hosted locally and a top ten tips for working with trans people and trans pledge developed and shared with our partners and staff.

The Enhanced Care Home team (part of the CCGs Vanguard programme) also worked with Transwakefield, a local voluntary group, to help them and care home staff to be able to respond appropriately and offer advice and support to care home trans residents.

Equality Objective 3: **Enhancing member practice engagement**

Some outcomes from this work include:

Support for people with low level mental health problems which influenced the Improving Access to Psychological Therapy (IAPT) specification, ensuring practices became dementia friendly, improving access for patients with sensory impairment, including the development of a Communication Passport with the local Deaf community, improving young people's experience of GP services and addressing unhealthy risk-taking behaviour in young people.

Equality Objective 4: **Improving data quality and intelligence gathering and analysis, that informs evidence based commissioning and service improvement.**

Briefings created on Mental Health and Learning Disabilities.

A new integrated impact assessment process was developed, piloted and staff trained, to create and embed a single approach to analysing quality, equality, privacy and other impacts.

Development of objectives

To ensure the development of appropriate objectives the CCG considered a number of things; its current priorities and planned actions, the local community and health inequalities and what the public and its patients had told them.

To ensure the genuine and meaningful engagement of local communities the CCG has utilised the Equality Delivery System (EDS2) as a mechanism to develop its objectives. This is a tool designed to help NHS organisations, in partnership with local stakeholders, to review and improve their performance for individuals and groups protected by the Equality Act 2010.

Our EDS outcomes can be seen [here](#).

From the results and the feedback given by our Equality Health Panel we have developed the following objectives;

1. Improving access to GP Practices for equality groups

This is built on our previous Objective 3 - Enhancing member practice engagement, but it will focus on equality groups rather than by network. The groups/issues that will be focused on initially are a continuation of the previous objective but across all practices in the district;

- Dementia
- Young people
- Sensory impairment

We will review progress on this activity and plan to add the following;

- Carers

Further groups can be added in following years.

2. People with learning disabilities live good healthy lives

This objective is still being refined but will focus on annual health checks for people with learning disabilities by GPs and work to support children with a learning disability.

3. Governance

With our partner organisations we are developing new ways of providing services to the people who live in Wakefield. This objective will ensure that our plans and developments include considering the impact any changes for people with one or more protected characteristics. We will ensure appropriate mechanisms are in place to integrate equality into our activity.

4. Improving staff experience

This is an internal facing objective and will look at how staff experience of working with Wakefield CCG can be improved. The EDS2 identified some areas where improvements could be made and aligned with the Workforce Race Equality Standard and preparation for the Workforce Disability Equality Standard we are using this objective to focus on staff, well-being and equality.

Next steps

The outline objectives have been agreed by our Integrated Governance Committee and an implementation plan is being developed to support their delivery.

Accessible information Standard (AIS)

The 'Accessible Information Standard' establishes a framework so patients and service users (carers and parents) who have information or communication needs relating to a disability, impairment or sensory loss, receive accessible information and communication support when accessing NHS or adult social services.

Regular meetings have been held with our larger secondary care providers to support and provide guidance around the standard, we continue to proactively monitor compliance to ensure that communication needs are met. Individual organisations have been provided with support



to engage with other agencies and organisations to facilitate better information sharing to improve patient experience.

Wakefield CCG has worked over the year to ensure effective assurance mechanisms have been implemented, that practices are aware of their obligations, are supported to be compliant and are able to provide assurance to the CCG. This has involved sharing best practice, providing advice and guidance on policies; where to access communication needs resources or services, and understanding the support practices require to enable them to be compliant.

The CCG equality team has provided advice and guidance and supported on accessible communication, resources and improved information sharing between primary and secondary care.

Equality Delivery System 2 (EDS2)

The [Equality Delivery System 2](#) helps the CCG, in discussion with local partners and people, review and improve their equality performance. The CCG's EDS2 report was approved by the Integrated Governance Committee in August 2017 is [here](#).

This year the CCG is working in partnership with other NHS organisations including the Mid Yorkshire Hospitals Trust (MYHT) and South West Yorkshire Partnership Foundation Trust (SWYPFT) to deliver a joint approach to engaging with local stakeholders. The Wakefield Equality Health Panel has been created with membership drawn from a range of community and voluntary sector organisations representing each of the protected characteristics. The panel will grade the CCG and participating NHS organisations against a set of EDS2 outcomes. We will use the data from the grading panel to further inform our Equality Objectives. The CCG will publish a report with the results from the panels and the EDS2 grades by June 2017.

Workforce Race Equality Standard (WRES)



The [WRES](#) requires NHS organisations to demonstrate progress against 9 indicators of workforce equality. A Workforce Disability Equality Standard will be introduced in 2018. The latest CCG WRES report is [here](#).

Wakefield CCG Staffing Including Governing Body Members

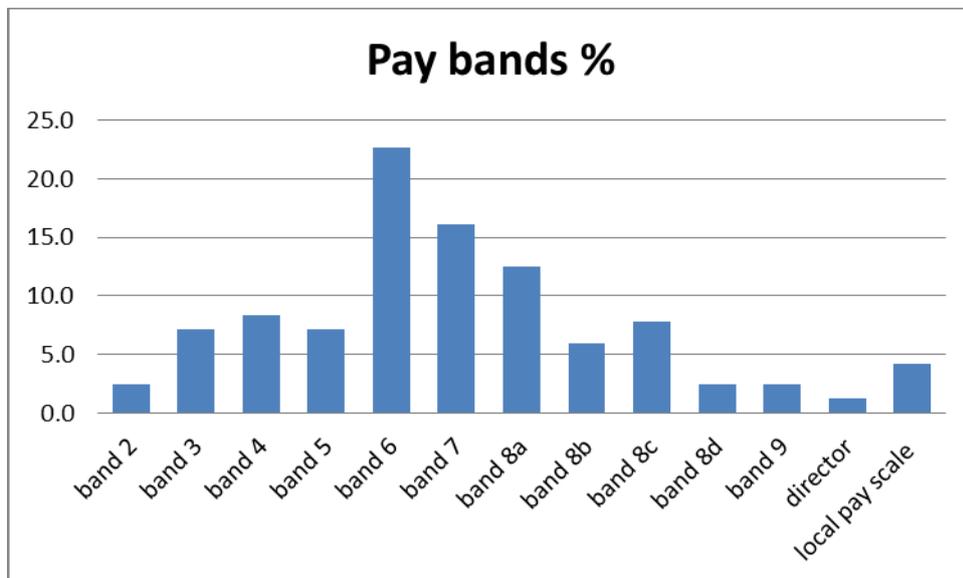
To ensure that Wakefield CCG staff work in an environment where they can excel, develop and not experience discrimination, harassment or victimisation the CCG has a broad range of HR policies. Staff undertake regular equality and diversity awareness training and in 2017 a bullying and harassment awareness training was run for all staff.

The compliancy rates as at 31st December 2017 are presented in the table below:-

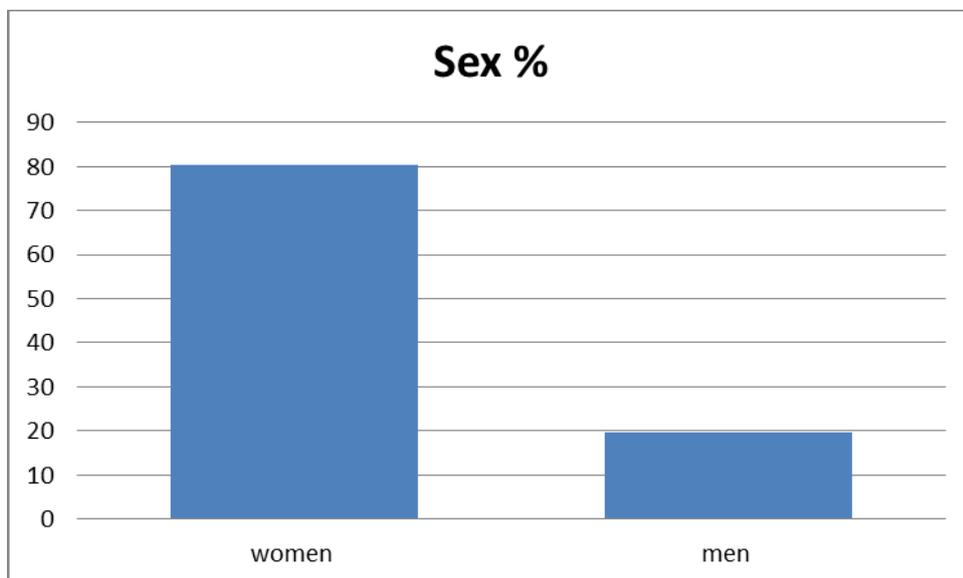
Training Compliance	Employee	Governing Body
Equality, Diversity and Human Rights	76.5%	100%

We recognise a diverse and representative workforce is best able to design and commission effective and appropriate health care for the local community. As an employer of over 150 staff, 168 at the end of December 2017, we have a duty to publish information relating to employees who share protected characteristics. Data reported is summarised to avoid publishing person identifiable information; identifying staff against their protected characteristics.

Workforce data as at 31st December 2017;
The % of staff within each pay band.

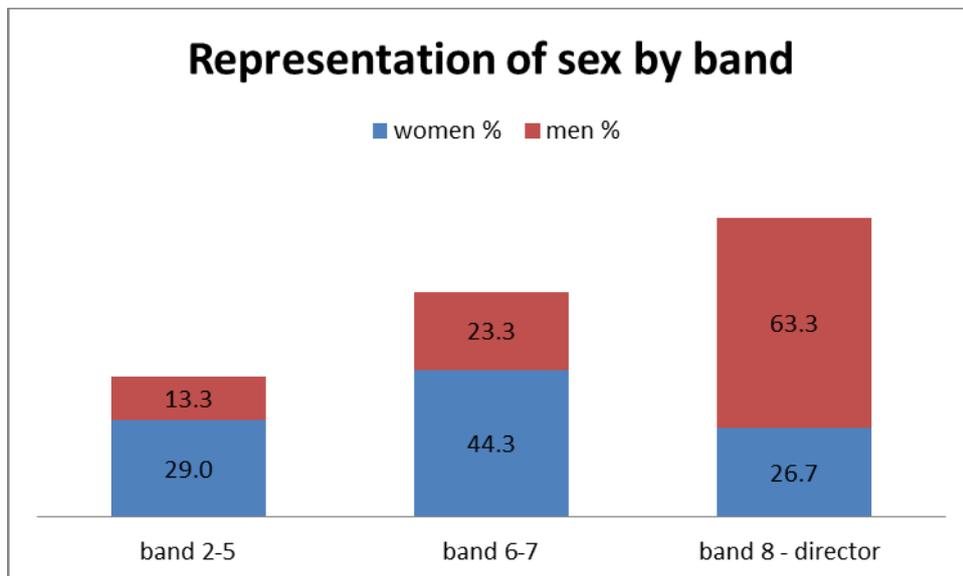


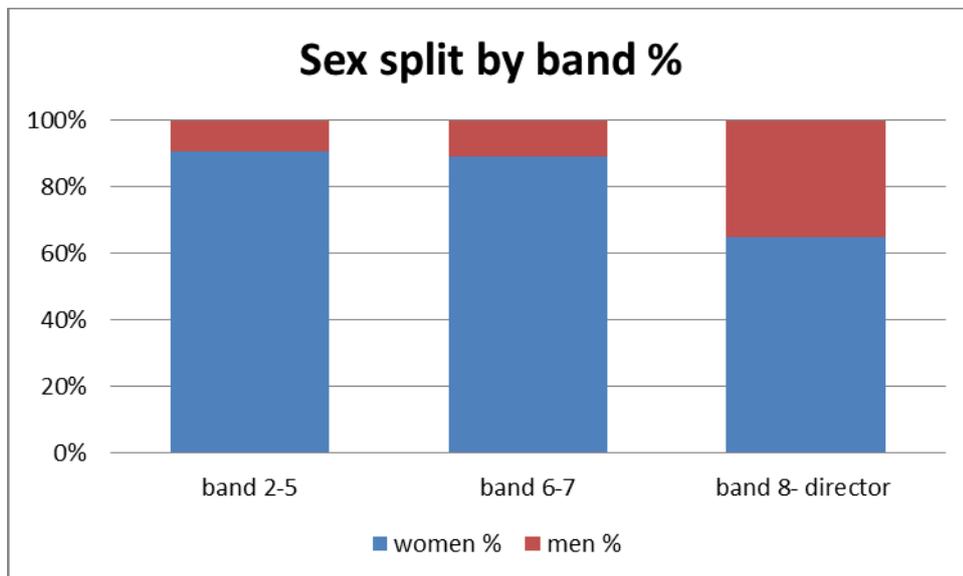
The sex of staff.



The representation of staff by sex by grouped pay bands.

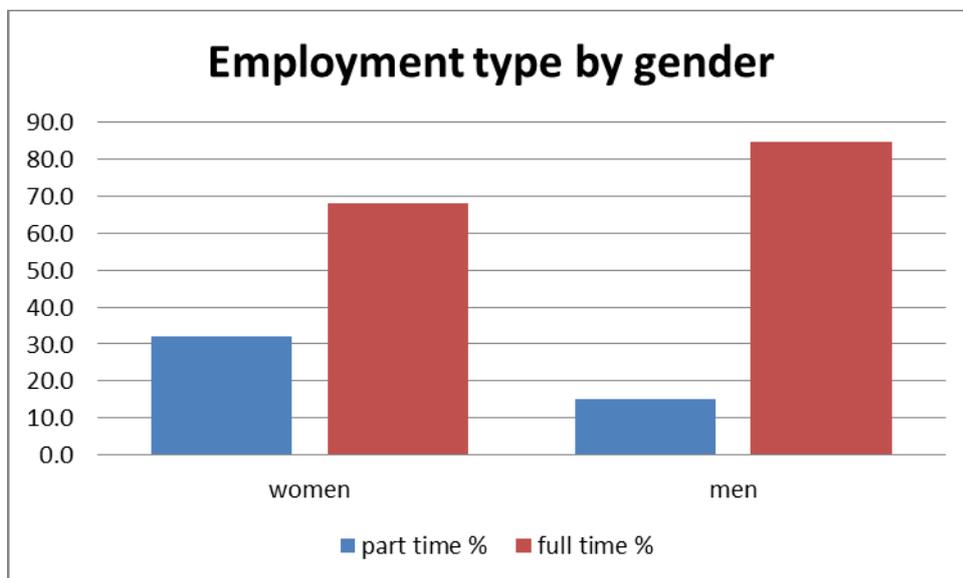
The data was analysed in two ways; by band to demonstrate what band the sexes were and then what proportion of each sex was on each pay band.



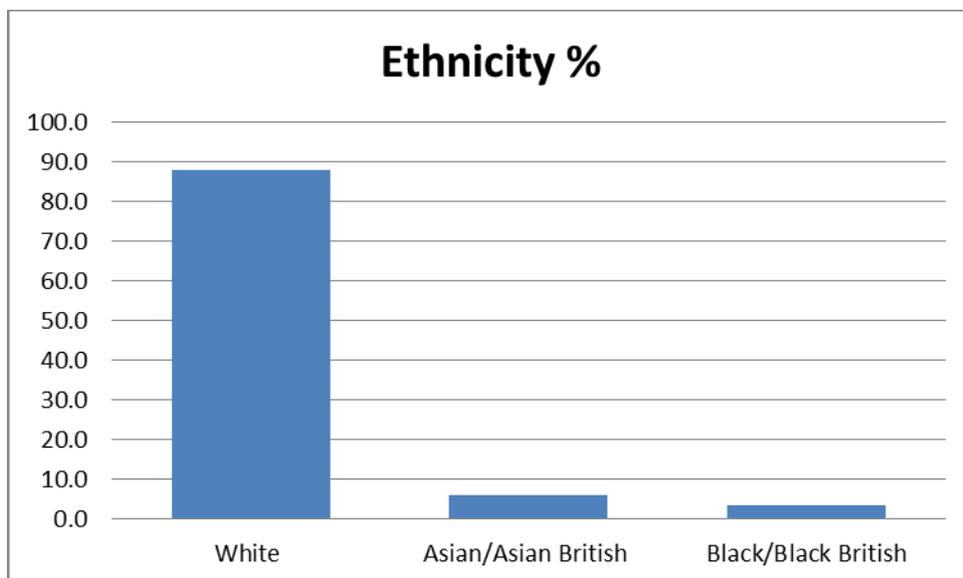


Full and part time staff by sex.

71.3% of staff are full-time and 29.7% are part-time.

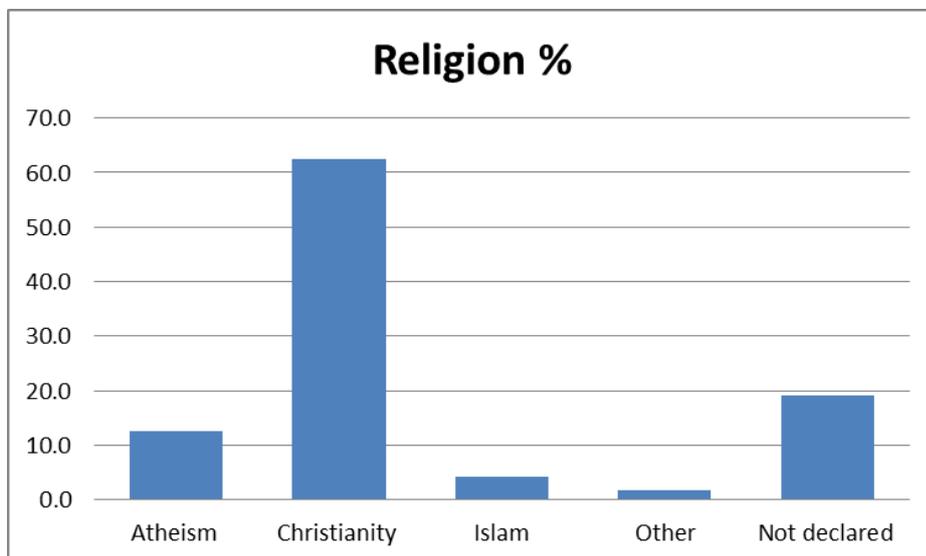


Ethnicity of staff; to avoid publishing personal identifiable information this data has been grouped by census category heading.

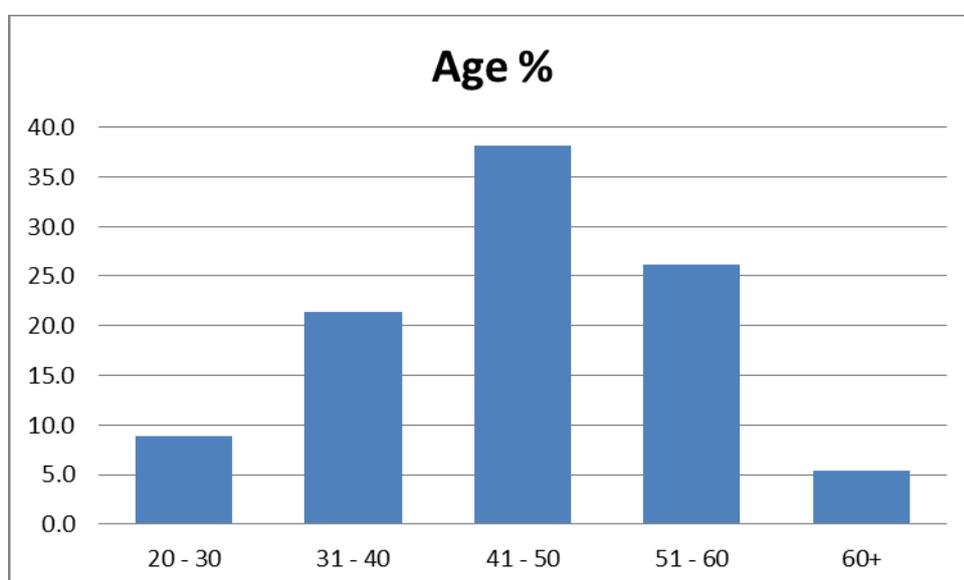


3% of staff declared a disability and 3% of staff said they were lesbian or gay.

Religion of staff.



The grouped age breakdown of staff



The Department of Work and Pensions, has replaced the “Two Ticks” positive action scheme with Disability Confident. NHS Wakefield CCG is now a Disability Confident accredited employer.

The CCG have signed the charter which encompasses a number of voluntary commitments to encourage employers to recruit, retain and develop disabled staff, such as offering work experience opportunities and implementing a flexible recruitment process.

Patient involvement and engagement

Wakefield CCG are committed to work with patients and partners and engage them in the planning and designing of health services to improve their access, experience and outcomes.



The CCG tailors each engagement to the needs of the public, patient or carer groups, it takes account of the needs of different protected groups, making efforts to ensure it reaches seldom heard people and groups. In this way we can be assured that we understand and respond to the local community. All engagement activity is equality monitored so we can ensure we reach a representative sample of the local population. We target groups who are underrepresented and those who may be most affected by the engagement topic. We then use this intelligence to analyse the responses to see if any trends emerge for different protected groups and this supports the equality impact assessments.

The [patient and public involvement annual report](#) provides an overview of the CCG activity that took place during 2016/17, and engagement planned for 2017/18. It includes the ways in which the local population can and have been involved during the year. The report includes the outcome of the CCG's engagement on the Equality Delivery System.

Provider Relationships and Contract Monitoring

CCGs can commission a variety of service providers, NHS hospitals, social enterprises, charities, or private sector providers as long as they meet NHS standards and quality. As a commissioner of health care, the CCG has a duty to ensure that all of our local healthcare service providers are meeting their statutory equality duties.

Our main NHS provider organisations are:

- The Mid Yorkshire Hospitals NHS Trust
- South West Yorkshire Partnership Foundation Trust (SWYPFT)
- Yorkshire Ambulance Service

Most provider organisations are subject to the specific equality duty and have published their own data. These are available here:

[South West Yorkshire Partnership Foundation Trust](#), [Mid Yorkshire Hospital](#) and [YAS](#)



Get in Touch

Contact Us

If you would like to be involved in the future work of NHS Wakefield Clinical Commissioning Group or would like to share your views on local health services, please contact us in any of the following ways

Go online: <http://www.wakefieldccg.nhs.uk/>

Call us on: 01924 213050

Twitter: @nhswakefieldccg

Facebook: NHS Wakefield CCG

Write to us at:
NHS Wakefield Clinical Commissioning Group
White Rose House
West Parade
Wakefield
West Yorkshire
WF1 1LT

If you need this report in another format, for example, large print, audio tape or in another language, please call our Communications Team on (01924 213050).

Jeśli potrzebują Państwo ten raport w innym formacie, na przykład, duży druk, taśmy audio lub w innym języku, prosimy o kontakt z naszym Zespołem Komunikacji pod numerem tel. (01924 213050).