

Meeting the general equality duty

Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.

Advance equality of opportunity between people who share a protected characteristic and those who do not.

Foster good relations between people who share a protected characteristic and those who do not.

How does this information help us to show we are paying due regard to advancing equality?

Equality monitoring for our corporate led patient engagement and involvement activity has helped us to:

- demonstrate the representation of our engagement and involvement activity and the range of feedback from patients and the public
- better evidence our outreach to seek people's views and the efforts made
- identify which groups are under represented

A further report at section 2 shows how patients and public have helped to shape what we do through the engagement and involvement activity.

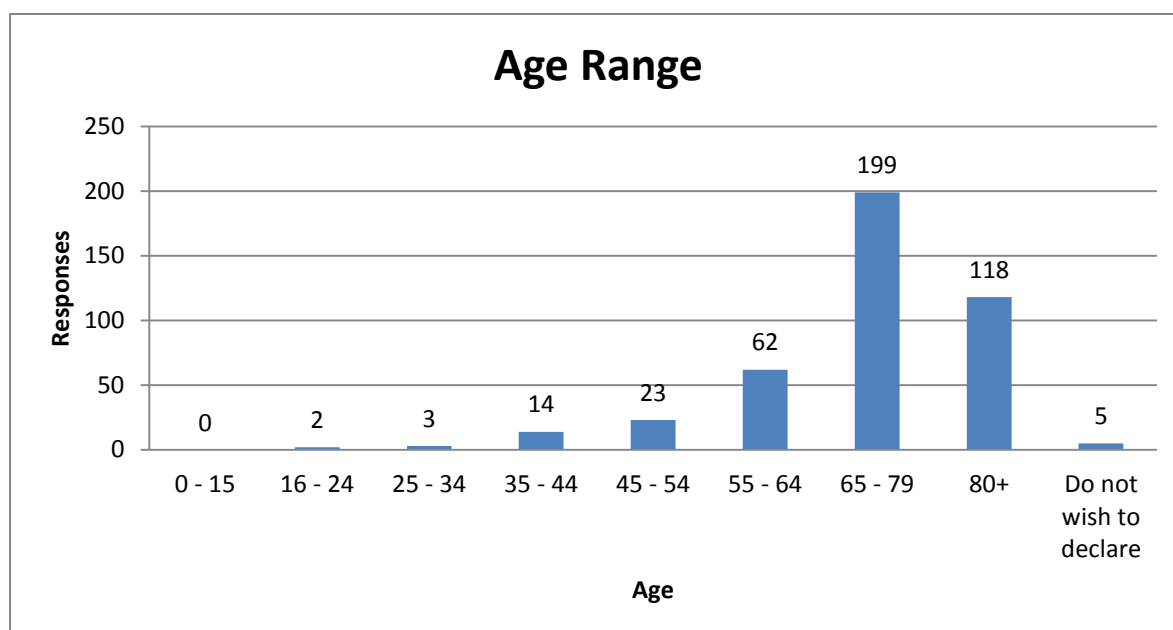
A total number of **753** people have attended our meetings, shared their views or voiced their opinion during this period. **428** have filled in equality forms a **56.83%** response rate, and the results of those forms are shown below. This demonstrates the number of people who we have listened to through these activities, received feedback from and who have shared a view. Feedback provides valuable input to help us keep the patient perspective at the centre of what we do.

Not all forms filled in were completed, therefore there is variance in some of the data. Those who attend engagement or involvement activities and those who provide feedback in written formats are asked to complete our equality monitoring forms, however, it is optional. We are very grateful to all those who have been willing to contribute.

The report that follows, displays the question followed by the graphs showing the results. Please note the results represent the 428 responses received, the remaining 325 are unknown

1) What age group do you fit into?

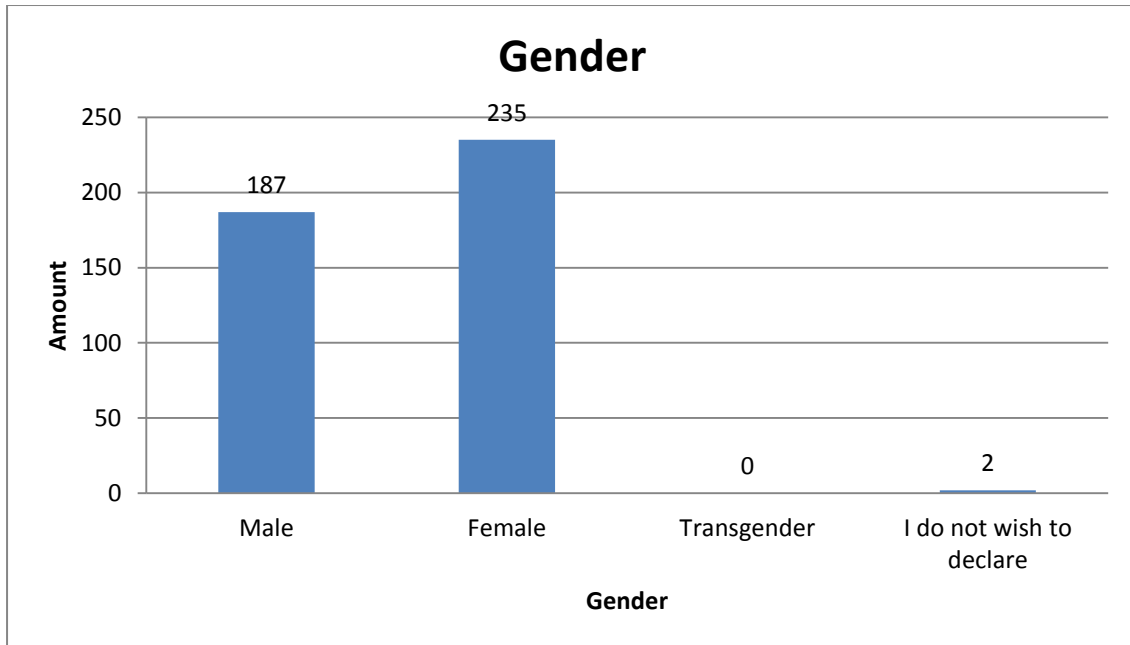
0 - 15	0
16 - 24	2
25 - 34	3
35 - 44	14
45 - 54	23
55 - 64	62
65 - 79	199
80 +	118
I do not wish to declare	5



The majority of the 428 responses are across the age groups for 55 years and above. Our local Joint Strategic Needs Assessment (JSNA) July 2016 highlights that 16.7% of the population within Buckinghamshire are 65 and over and this is increasing. The majority of the patients that we see are in the older age ranges and the following analysis also helps to highlight the prevalence of relevant healthcare conditions to this group. There is reasonable representation across the 35 – 54 age groups. Engagement and involvement opportunities span a range of times in both day and evening to enable those working to participate if they so wish. Less well represented are the younger age ranges and we are considering how we might be able to improve this.

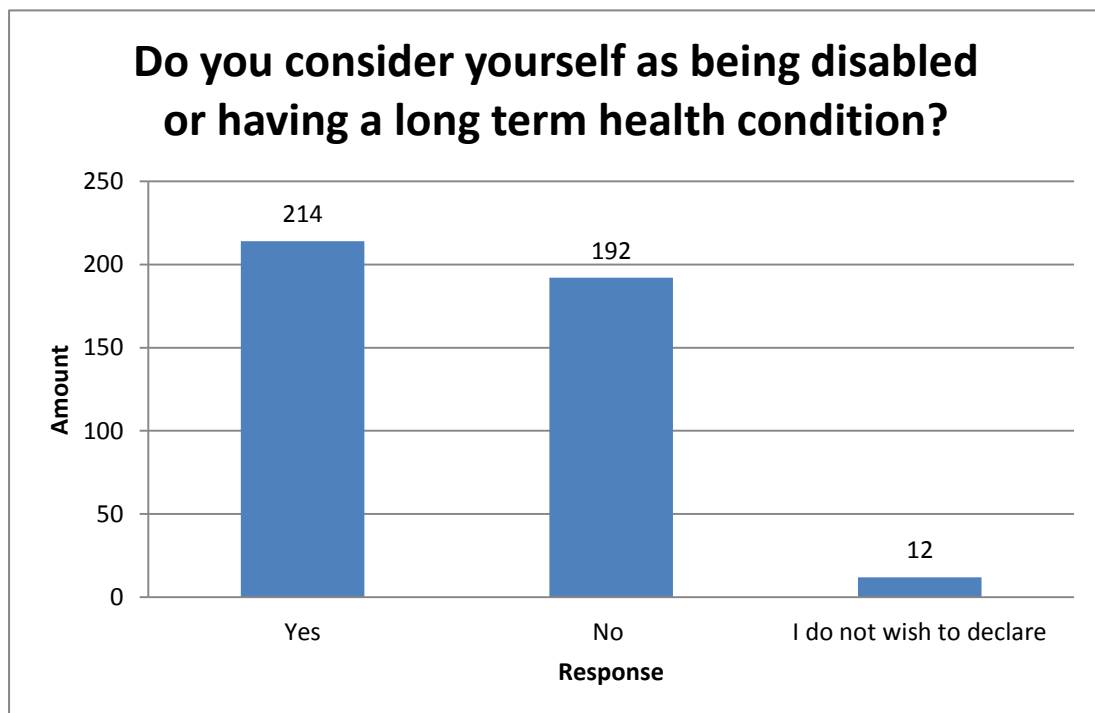
2) What is your Gender?

Male 187 Female 235 Transgender 0 I do not wish to declare 2



3) Do you consider yourself to be disabled or have a long term health condition?

Yes 214 No 192 I do not wish to declare 12



51% of people attending our events considered themselves to have a disability or a long term health issue. This also shows a good representation of views from these groups.

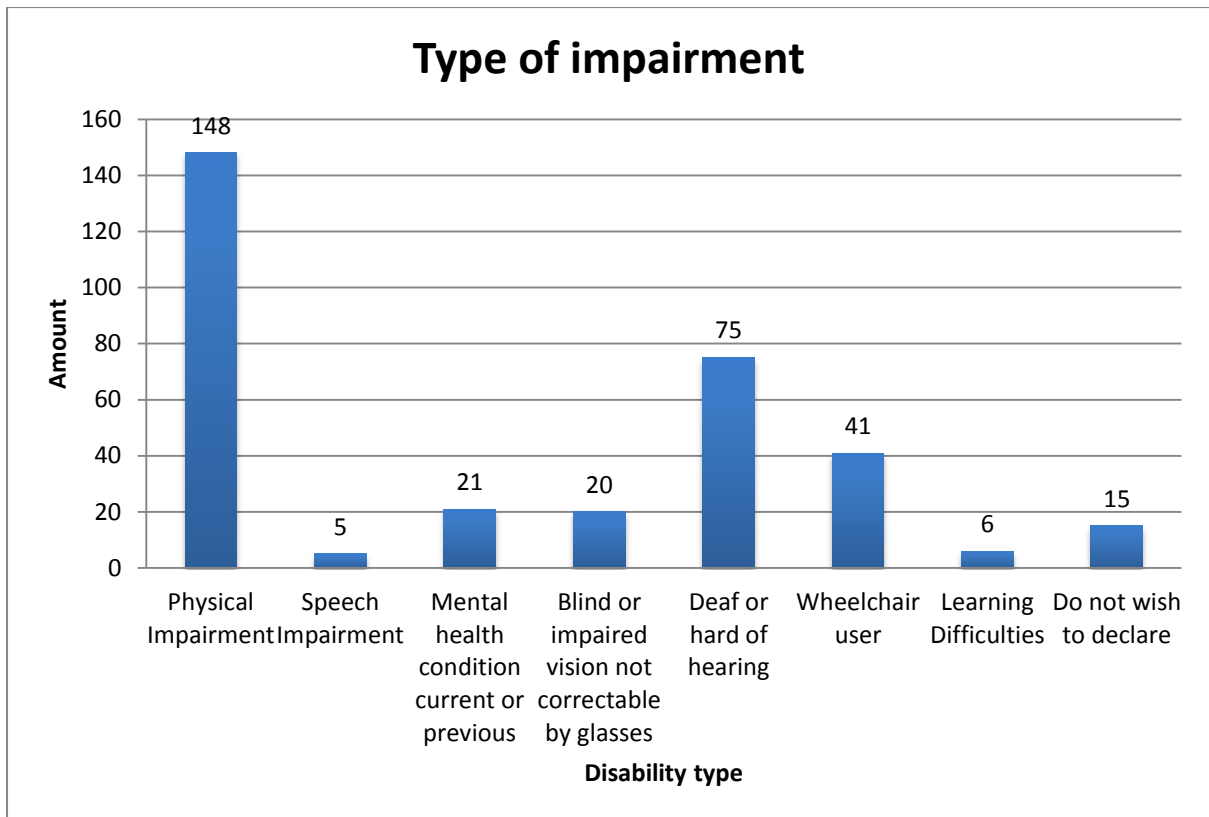
The prevalence of disability rises with age, i.e. 45% of adults over state pension have a disability according to national statistics with only 6% showing in childhood. The majority of our respondents are 55 years of age and above. The JSNA shows approximately 13.9% of the population have a physical or sensory impairment or are living with long term health conditions.

It is positive to see the overall number of people in this group who have engaged or participated and a further breakdown follows. A physical impairment and being deaf or hard of hearing are the largest groups represented. For adults aged 65 and over in Buckinghamshire it is estimated that in 2015 there were more than 17,756 adults who were unable to manage at least one mobility activity on their own. This figure is projected to rise by 55% in 2030 to a total of 27,534 people, with the biggest increases amongst those people aged over 85. We have seen a sharp rise in mental health conditions being cited as a long term health condition which may be due to national publicity campaigns over the past few months encouraging suffers to talk and be open about their mental health concerns.

Do you consider that you have one or more of the impairments listed below?

Please tick all the types that apply.

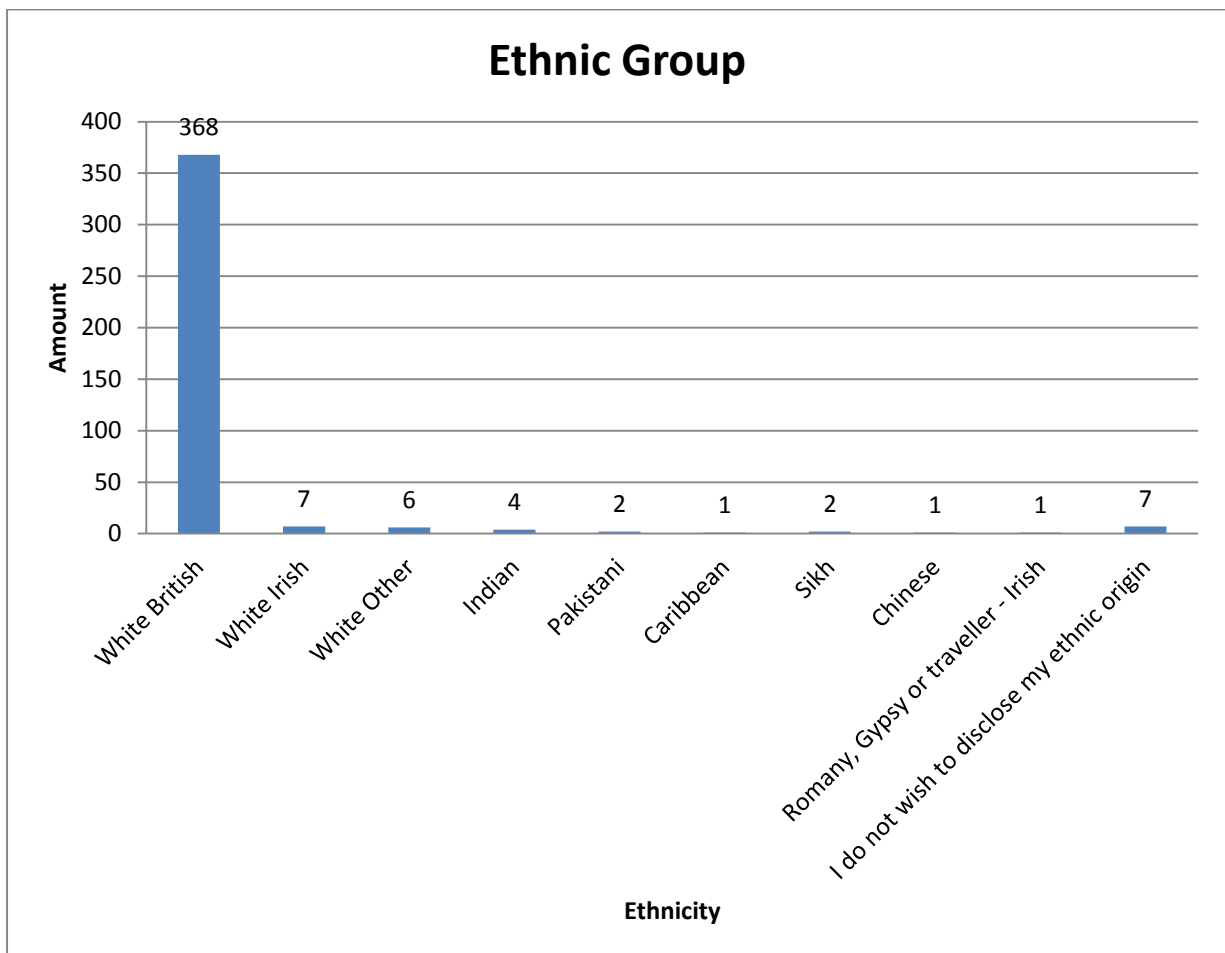
Physical impairment	148
Speech impairment	5
Mental health condition current or previous (e.g. depression)	21
Blind or impaired vision not correctable by glasses	20
Deaf or hard of hearing	75
Wheelchair user	41
Learning difficulties	6
Do not wish to declare	15



4) What is your ethnic group?

<p>Asian</p> <p><input type="checkbox"/> Bangladeshi</p> <p>4 Indian</p> <p>2 Pakistani</p> <p>2 Any other Asian background please state:</p> <p>Sikh</p> <p>Black</p> <p><input type="checkbox"/> African</p> <p>1 Caribbean</p>	<p>Mixed</p> <p><input type="checkbox"/> Asian & White</p> <p><input type="checkbox"/> Black African & White</p> <p><input type="checkbox"/> Black Caribbean & White</p> <p>Any other mixed background please state _____</p> <p><input type="checkbox"/> Other Ethnic Group</p> <p>1 Chinese</p> <p><input type="checkbox"/> Any other ethnic group</p>	<p>Romany Gypsy or Traveller</p> <p><input type="checkbox"/> Irish</p> <p>1 Gypsy</p> <p><input type="checkbox"/> Romany</p> <p><input type="checkbox"/> Any other traveller</p> <p>White</p> <p>368 British</p> <p>7 Irish</p> <p>6 Any other White background please state _____</p>
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<input type="checkbox"/> Any other Black background please state _____	please state _____	<p>Undisclosed</p> <p>7 I do not wish to disclose my ethnic origin</p>
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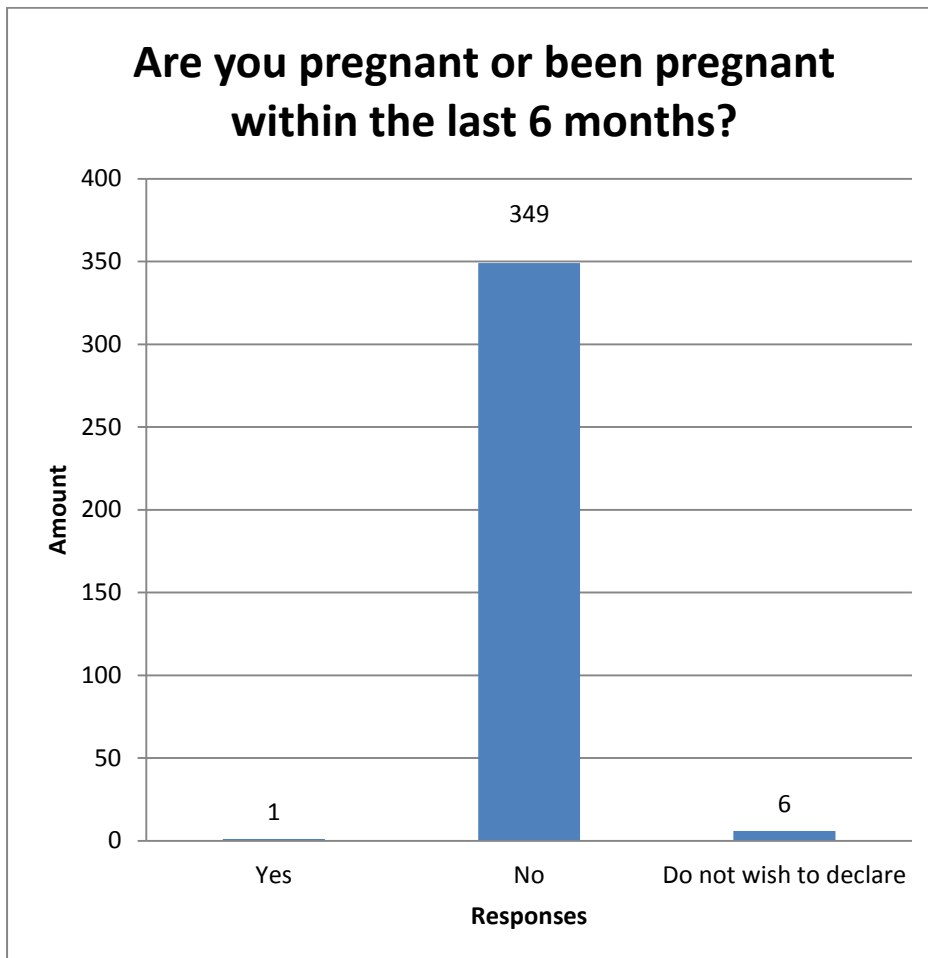


It is positive to see that the views of people received through our various engagement and involvement opportunities, represent a broad range of ethnic minority groups. Locally, in the population of Buckinghamshire, 81.1% are from a white British ethnic group, this is reflected in our breakdown as 85.98% of respondents are from a white British ethnic group. However further work needs to take place during 2018/2019 to encouraging minority groups to engage with Buckinghamshire Healthcare NHS Trust.

Across the county, just under 13.1% of the local population are from a non white ethnic group, comparing with around 15% for England.

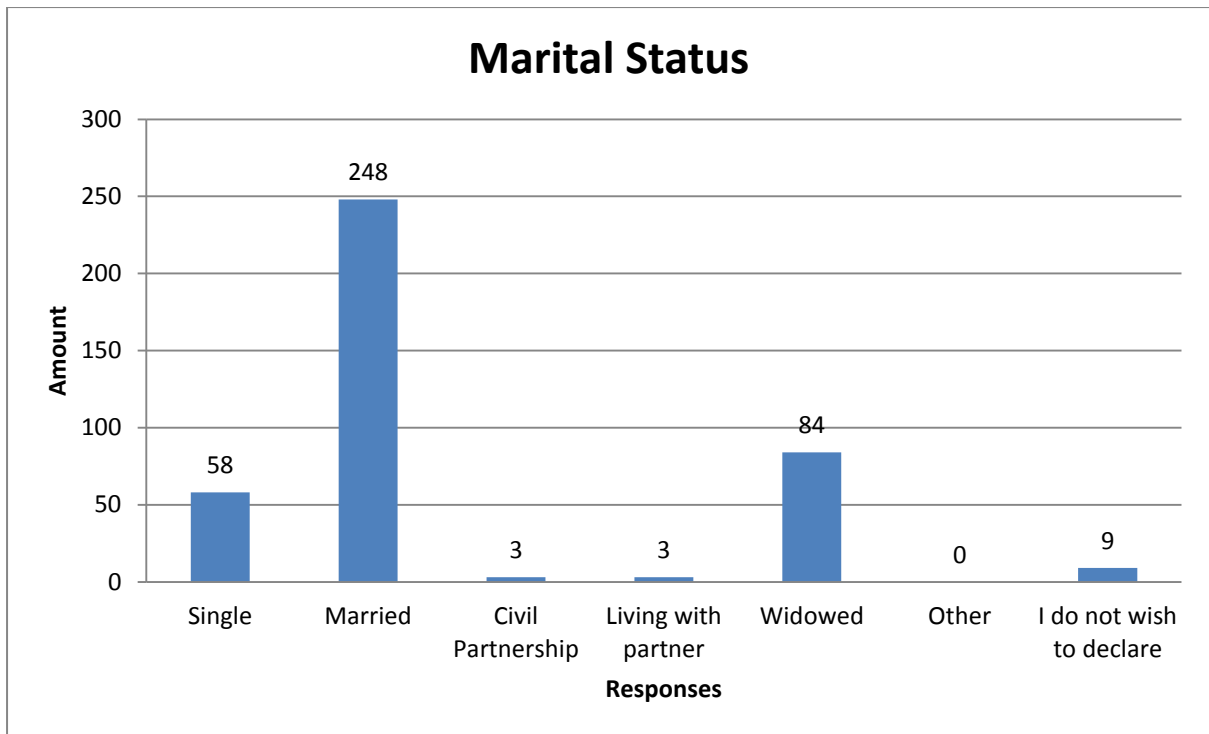
5) Are you currently pregnant or have you had a baby in the last 6 months?

Yes **1** No **349** I do not wish to declare **6**



6) How would you describe your status?

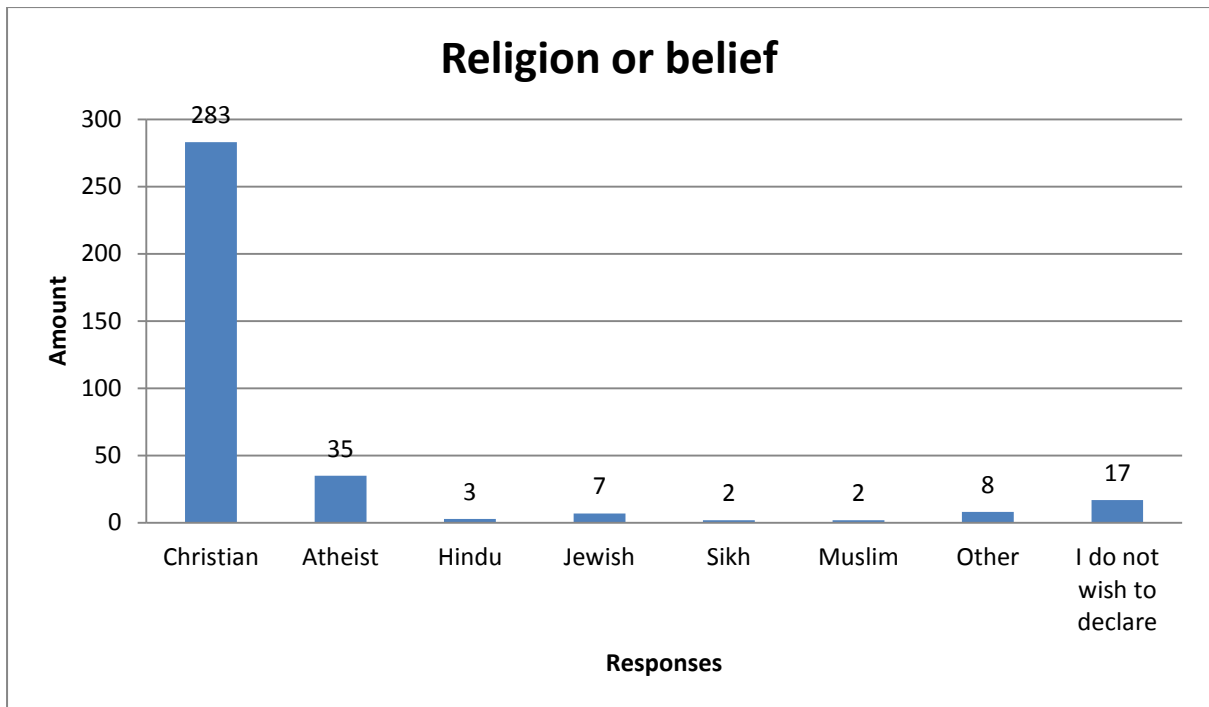
Single **58** Married **248** Civil Partnership **3** I do not wish to declare **9**
Widowed **84** Other **0**



Those who are married were the greater proportion of those who engaged or participated of those who completed an equality monitoring form. For the first year, we engaged with a higher number of attendees who regarded themselves as widowed rather than single.

7) Please indicate your religion or belief.

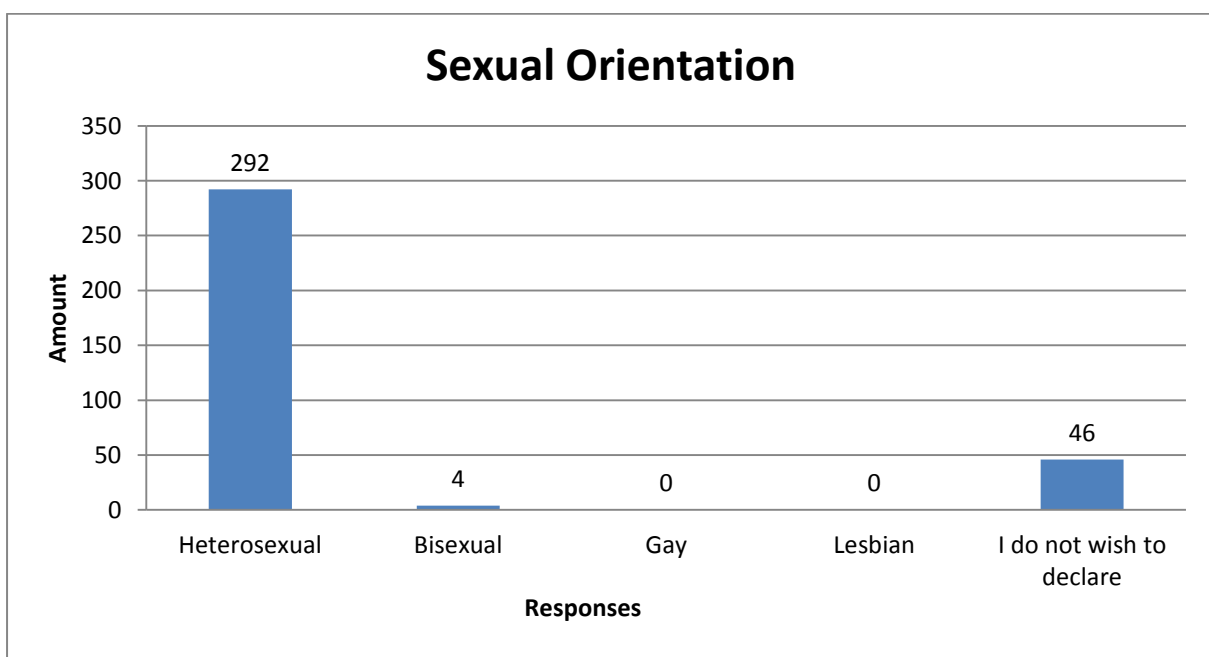
Atheist	35	Jewish	7	I do not wish to declare	17
Buddhist	<input type="checkbox"/>	Muslim	2		
Christian	283	Sikh	2		
Hindu	3	other	8		



Buckinghamshire residents in the 2011 Census declared over two-thirds (69%) of people in Buckinghamshire stated that they followed some religion (68% in England) while 24% said they had no religion and 7% did not state a religion, similar to the England average. Among those who identified a religion in Buckinghamshire, 61% said they were Christian, 5% were Muslim, around 1% each Hindu and Sikh, 0.4% Buddhist, 0.3% Jewish and 0.4% 'Other'. 79% of our respondents identified their religion as Christian so slightly higher than the local statistics.

8) How would you describe your sexual orientation?

Heterosexual **292** Bisexual **4** Gay **0** Lesbian **0** I do not wish to declare **46**



14% of those who filled in the form did not wish to declare. This shows an increase in responders not wanting to declare this information compared to last year.

It is noted that there is no apparent representation from those who declared themselves to be gay or lesbian. We do not know if people who are gay or lesbian are represented within the "I do not wish to declare option" or any of the 38 people who chose not to complete a form. This continues to be a challenging area despite previous efforts to achieve better levels of engagement.

Section 2

Listening To Our Patient and Carer Voice April 1st 2017 – March 31st 2018 ***An annual summary report for patient engagement and involvement***

Buckinghamshire Healthcare NHS Trust is committed to involving the public of Buckinghamshire and our patients in developing our services and influencing the strategic direction of the organisation. Over the last year we have directly engaged and involved 753 people an increase of 37% from the previous year. The following are of examples of the involvement and engagement that has taken place this year.

Community hubs

Buckinghamshire Healthcare NHS Trust launched its community hubs programme in April 2017, at two pilot sites in Marlow and Thame. This followed an extensive public and patient engagement exercise in 2016 to find out what people wanted from a community hub. The findings informed the development of the pilot hubs.

Between September 2017 and March 2018 the Trust conducted further public and stakeholder engagement. The objectives were:

- To engage with and involve the local community to ensure their views and experience inform future decision making around the pilots both in Marlow and Thame and more widely across the county
- To review the criteria for community hubs that the public had developed in 2016 to see what progress had been made and to test their continued relevance
- To get feedback from staff and patients, and partner organisations involved in the pilots to inform on going service development

The involvement and engagement team gathered the views of 517 patients and members of the public, using a variety of methods, including open days at each hub, focus groups with current hub patients, meetings with a range of service user groups, such as the Alzheimer's Society and Bucks Vision and public engagement sessions across Buckinghamshire:

Patients and the public told us:

- They supported the community hub model of holistic care, closer to home
- They wished to see the current hubs continue and to see the model rolled out across Buckinghamshire, with provision tailored to needs in different areas
- They felt the hubs had made a good start, however they felt the hubs were yet to achieve their full potential

- Levels of awareness of the hubs were low amongst both patients and GPs
- Transport was highlighted as an issue, with the lack of community transport to the hubs potentially a barrier to access for some patients

The findings have informed the continuing development of the hubs programme. This has included changes to our patient transport contract, and close working with GPs to increase referrals to the hubs.

Podiatry

The podiatry service wished to involve its patients in reviewing current provision to explore the opportunity for efficiency and improved patient care. The aim of the patient engagement was to find out podiatry patient's views on service quality and delivery, including location of clinics.

537 questionnaires were sent out to podiatry patients who attend clinics in Amersham, Burnham, Iver and Stoke Poges, in January 2018 with freepost envelopes. 221 (41%) completed questionnaires were returned. This is a very high response rate for a postal survey.

- 95%, of respondents felt the podiatry service provides a good or excellent service
- 77% of respondents travelled to their appointment by car.
- 67% of respondents travel between 0-5 miles to their podiatry appointment. 26% travel between 9-10 miles to their podiatry appointment
- 74% of respondents said that a clinic within 15 miles of their home was very important to them
- 63% of respondents said that having access to car parking was the second most important criteria to them

A patient event was held in in Stoke Poges with podiatry patients to share the findings from the survey. The findings from the patient engagement will be used to inform future provision of the podiatry service

Discharge planning

Buckinghamshire Healthcare NHS Trust has identified discharge planning as requiring improvement. It is a priority area within the Trust's Patient and Carer Experience strategy. In March 2018 the Trust held two workshops with patients with the aim of:

- Hearing patients experiences of being discharged from the Trust's hospitals
- Identifying key areas of concern for patients
- Involving patients in formulating ideas for improving the discharge planning process

Two workshops were held with patients:

- An 'emotional mapping' workshop. An emotional map plots how people feel when they use a service and helps identify where it needs to improve from the patient's point of view.
- A facilitated discussion between key staff involved in discharge planning and the Trust's Patient Experience Group

The workshops highlighted the need to begin discharge planning at admission, the importance of good communication between patients and staff, how waiting for transport and medication adds to delays in discharge and the stark difference between the experience of those admitted on an emergency basis and those admitted on a planned basis in relation to discharge from hospital.

PLACE

PLACE is a national programme of patient led assessments of the care environment for NHS organisations that provide inpatient care. It is an annual process, trained assessors made up of patients, carers and the public undertake a joint assessment with staff against a structured framework. The aim of the programme is to place the patient view at the centre of an assurance and quality improvement. In 2017, 37 trained patient assessors took part in assessments of our hospitals. Their findings informed plans across the Trust to improve the care environment for patients.