

# Meeting the general equality duty

**Which of the three aims is this information relevant to?**

**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 range of feedback from patients and the public
- better evidence the efforts made to seek a range of people's views
- 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 1067 people have attended our meetings, shared their views or voiced their opinion during this period 658 have filled in equality form a 61.7% response rate, and the results are shown below. Of the 658, 620 were completed by women who took part in a county wide engagement programme we conducted to inform our plans to implement the national Better Births strategy in Buckinghamshire.

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 or digital 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 658 responses received, the remaining 409 are unknown

## 1. What age group do you fit into?

Age range	No.	%
0 – 15	0	0
16 – 24	20	30%
25 – 34	396	60.2%
35 – 44	211	32.1%
45 – 54	16	2.4%
55 – 64	10	1.5%
65 – 79	5	0.8%
80 +	0	0
I do not wish to declare	0	0
<b>Total responses</b>	658	

In contrast to our results for 2018/19 where the majority of participants were older , this year in large part due to a county wide engagement programme for Better Births the majority of participants were between 25 and 34. One of our aims identified in our 18/190 report was to engage with younger people which we are pleased to say we have succeeded in doing. This was largely achieved through a promoting the engagement via social media.

## 2. What is your Gender?

Gender	No.	%
Male	14	2.1%
Female	642	97.6%
Transgender	1	0.2%
I do not wish to declare	1	0.2%

<b>Total Responses</b>	658	
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Patient involvement traditionally attracts more female participants, however this year's results have been skewed by our engagement on Better Births which targeted women who were pregnant or had had a child in the last year. Our other involvement activity across the year and our ongoing patient engagement groups including the Trust Patient Engagement group and our National Spinal Injuries Centre patient group in fact have more male than female participants.

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

	No.	%
Yes	30	4.6%
No	626	95.4%
Do not wish to declare	1	0.2%
<b>Total responses</b>	<b>656</b>	

In 2018/19 51% of participants considered themselves to have a disability or long term health condition. 13.4% of the Buckinghamshire population reported having a long term illness. This year only 4.6% of the participants in our engagement and involvement reported having a long term health condition. Again this is likely to be skewed by the fact that 620 of 658 equality forms completed were completed by women who took part in our extensive Better Births engagement. During this year we engaged with 57 patients with a spinal injury, which for those involved was a long term condition, and set up an ongoing patient group. We expect the proportion of participants reporting a long term condition to revert to its previous level in 2019/20

### 4. What is your ethnic group?

<b>Asian</b>	<b>White</b>
0 Bangladeshi	532 British
8 Indian	16 Irish
11 Pakistani	45 Any other White background
0 Any other Asian background	9 Mixed ethnicity

<b>Black</b>	2 Chinese
8 African	5 Any other ethnic group
<b>5</b> Caribbean	0 Romany Gypsy or Traveller
0 Any other Black background	<b>Undisclosed</b>
	11 I do not wish to disclose my ethnic origin

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 most respondents are from a white British ethnic group. However further work needs to take place during 2019/20 to encourage 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?**

	<b>No.</b>	<b>%</b>
Yes	366	56.7%
No	267	41.3%
Do not wish to declare	13	2.0%
<b>Total responses</b>	<b>646</b>	

As noted above these results have been influenced by the extensive patient engagement on Better Births. It demonstrates our success in reaching those with the maternity protected characteristic.

**6. How would you describe your marital status?**

	<b>No.</b>	<b>%</b>
Single	37	5.7%
Married	464	71.5%

Cohabiting	124	19.1%
Civil partnered	8	1.2%
Widowed	0	0
Divorced	4	0.6%
Other	0	0%
Do not wish to declare	12	1.8%
<b>Total responses</b>	<b>649</b>	

The 2011 Census information for Buckinghamshire reports 28.8% of the population as single, 54.3% as married, 10.4 as divorced and 6.5% widowed. Our participants included a much higher proportion of married people and less single divorced or widowed. We also had a significant proportion at 19.1% as cohabiting which is not recorded in the census data as a separate category.

**7. Please indicate your religion or belief.**

	No.	%
Christian	333	51.3%
Atheist	129	19.9%
Buddhist	4	0.6%
Sikh	4	0.6%
Jewish	3	0.5%
Islam	12	1.8%
Hindu	2	0.3%
Other	73	11.2%
I do not wish to declare	90	13.9%
<b>Total responses</b>	<b>650</b>	

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'. Amongst our participants we had a lower proportion identifying themselves as Christian and a much higher proportion identifying themselves as from 'other' religions to the options provided.

#### 8. How would you describe your sexual orientation?

	No.	%
Heterosexual	623	95.6%
Bisexual	4	0.6%
Gay	0	0%
Lesbian	2	0.3%
Do not wish to declare	23	3.5%
<b>Total responses</b>	<b>652</b>	

14% of those who filled in the form in 17/18 did not wish to declare. This has decreased considerably in 18/19. It is noted that there is very little representation from those who declared themselves to be lesbian, and no one identifying as gay. We do not know if people who are gay or lesbian are represented within the 'I do not wish to declare option'. 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 1<sup>st</sup> 2018 – March 31<sup>st</sup> 2019 *An annual summary report for patient engagement and involvement*

#### Introduction

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. During 2018/19 we have directly involved and engaged 1067 people. The following are of examples of the involvement and engagement that has taken place this year.

#### Improving the patient experience of patients of the National Spinal Injuries Centre

The National Spinal Injuries wanted to find out patients views on improving experience of the NSIC and to work with them to act on patient recommendations. Two workshops were held with patients and a number of individual interviews were conducted. 57 patients took part. They recommended that the NSIC:

- Make more effective use of beds in NSIC for patients with a spinal injury:
- Improve the care environment.
- Increase staffing:
- Improve ward and case management.
- Make it easier for patients to contact the NSIC:
- Develop more social and recreational opportunities:
- Increase opportunities for peer support:
- Have a consistent policy for regularity and process for booking follow up appointments:
- Contribute to improving patient's experience of healthcare outside of the NSIC

A patient group has been set up and met twice in 2018/19. The group's role is to, make sure patients are involved in planning, and in the improvement of the patient experience of the NSIC, and to work in collaboration with the staff of the National Spinal Injuries Centre to ensure the delivery of the patient experience improvement plan developed in response to the patient recommendations

#### Delivering Better Births in Buckinghamshire

The national review 'Better Births' made recommendations for maternity services with the aim of achieving improved personalised care for women. The maternity service in BHT wanted to involve women and families in developing a sustainable model of personalised maternity care based on the recommendations from Better Births.

A survey and series of workshops were conducted, involving 835 women across Buckinghamshire. Some of the things women told us were:

- Most women would like to see a maximum of 2 midwives for their ante and post-natal care
- The vast majority of respondents would like to give birth in a midwife led unit attached to a hospital
- The things that would have most impact on improving women's experience of giving birth are:
  - If interventions are required, being given clear reasons as to why

- Regular communication on how labour is progressing

The findings from the review are being incorporated into the Trust's Better Births strategy led by our new Better Births midwife.

### **Improving the patient experience of children with complex needs**

A listening event was held with parents of children with complex needs. Recommendations include:

- Staff to be supported in recognising parents as co-experts in the needs of children and include them as partners in planning care;
- Children with complex needs to be offered their own side rooms to take into account their additional needs;
- Parents whose children are fed by tube should routinely be given advice and support to work towards feeding their child normally;
- Provide more clarity to parents about what is meant by the 'open door' policy;
- Reduce noise at night;

The paediatric team developed an action plan in response to recommendations. Planned actions include:

- Explore having alert on Evolve re: patient needing own room
- Conduct review of 'open door' policy
- Review 'Hospital at night' processes and purchase soft close bins

### **Introduction of Perfect Ward Patient assessors:**

The Trust is committed to involving patients in assuring the standard of patient's experience of the Trust. As part of this commitment we have trained members of the Trust Patient Experience Group to undertake the patient and environment audits that form part of Perfect Ward quality rounds. Patients began undertaking audits in 2019. By 2020 we aim to have patient assessors trained and undertaking Perfect Ward assessments across 50% of our services.

### **Community hubs stakeholder engagement workshops**

Following the extension of the community hub pilots in Marlow and Thame, stakeholder workshops were held in both hubs to inform planning for the next two years.

Recommendations from workshops included:

- Be more proactive about bringing patients into hub, utilise tools for targeting appropriate patients, link to local groups
- GPs key, need more information about threshold for referrals and services available, show how hub service can take work away from them
- Continued unmet need for signposting
- Bring in more services such as ulcer care, palliative care
- Make environment more clinic like, improve signage, parking an issue, have someone on reception at all times

Progress includes:

- Leaflet on services available in hubs drafted
- Marlow Hospital League of Friends working with Estates team on improvements to environment
- Recommendations from workshops informing plan for next two years

### **Patient Experience Group**

The role of the PEG was reviewed in 2018. The group's new objectives are:

- To provide patient scrutiny of the delivery of the patient experience strategy and to hold the Trust to account for improvements
- To scrutinise patient improvement plans, receive regular updates from staff and provide constructive feedback and challenge
- To help assess progress by taking part in peer review groups, PLACE assessments and other assurance activities
- To provide input and feedback on Trust policies and strategies that impact on patient and carer experience

In 2018/19 months PEG have contributed to the following areas of work:

- Discharge planning process
- Adult Mortality Review
- Patient Experience Strategy
- Bulk Mail system and patient letters
- Patient Engagement and Public Involvement paper
- PLACE Outcomes
- Welcome letter