

Meeting: Trust Board Meeting in Public

Date: 29 October 2025

Assurance Report

Agenda item	Public & Patient Public Sector Equality Duty (PSED) Report
Board lead	Duncan Dewhurst, Chief Digital & Transformation Officer
Author	Dee Irvin, Public Engagement & ED&I Manager
Appendices	Public Sector Equality Duty Public Report 2024/25 - Public & Patient - Summary Patient Profile PSED Business Planning PSED Patient Experience and Involvement PSED Public and Patient Engagement PSED Production, approval, registration and implementation of Trust wide strategies and policies
Onward governance	n/a

Report overview

This report provides assurance to EMC, the Trust Board and to the Public that BHT is meeting its PSED obligations and continuing to promote an inclusive culture across the organisation.

The report summarises our patient and public equality, diversity and inclusion activity in 2024/25. The Trust has a legal obligation, (under the Public Sector Equality Duty, as set out in the Equality Act 2010), to deliver equal access to fair and inclusive services and opportunities, but over and above our legal obligations, we as a Trust want to ensure that these basic principles are embedded in everything we do.

This report highlights activity undertaken between the beginning of April 2024 until the end of March 2025.

Level of assurance			
<input checked="" type="checkbox"/> Substantial assurance High level of confidence in delivery of objectives	<input type="checkbox"/> Acceptable assurance General confidence in delivery of objectives	<input type="checkbox"/> Partial assurance Some confidence in delivery of objectives	<input type="checkbox"/> No assurance No confidence in delivery of objectives
Previously considered	Communications Advisory Panel – 11 June 2025 Healthy Communities Programme Board – 14 August 2025 Executive Management Committee – 19 August 2025		
Decision	The Board / Committee is requested to take substantial assurance from the report, as above.		
Relevant strategic priority			
Outstanding Care <input checked="" type="checkbox"/>	Healthy Communities <input checked="" type="checkbox"/>	Great Place to Work <input type="checkbox"/>	Net Zero <input type="checkbox"/>
Relevant breakthrough objective – 2025/26			

<input type="checkbox"/> Reduction in emergency admissions <input type="checkbox"/> Reduction in elective waiting times	<input checked="" type="checkbox"/> Supporting people to live healthier lives	<input type="checkbox"/> Zero tolerance to bullying	<input checked="" type="checkbox"/> Governance / Statutory Requirement
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Implications / Impact

Quality	Ensuring equitable treatment and accessibility of our services for our patients and members of our local community.
People (BHT colleagues)	Separate report related to workforce
Risk: link to Board Assurance Framework (BAF) and local or Corporate Risk Register	Principal Risk 5: Failure to support improvements in local population health and a reduction in health inequalities Part of our legal requirement to comply with the equality act 2010 and our equality duty.
Financial	N/A
Compliance Select an item. Select CQC standard from list.	Ensuring equitable treatment and accessibility of our services for our patients and members of our local community as part of our duties under Equality and Human Rights Commission (EHRC), Equality Act 2010.
Partnership: consultation / communication	The report summarises our patient and public equality, diversity and inclusion activity in 2024/25. The Trust has a legal obligation, (under the Public Sector Equality Duty, as set out in the Equality Act 2010), to deliver equal access to fair and inclusive services and opportunities, but over and above our legal obligations, we as a Trust want to ensure that these basic principles are embedded in everything we do.
Equality	The Equality Duty requires public bodies to consider how the decisions that they make, and the services they deliver, affect people who share different protected characteristics. The specific duties require public bodies to publish information to show they did this.

Executive Summary

The purpose of this report is to provide a summary of progress in relation to public and patient Equality, Diversity, and Inclusion (EDI) at Buckinghamshire Healthcare NHS Trust (BHT) for the financial year 2024/25. This includes an update on how the Trust has met its Public Sector Equality Duty (PSED) obligations and an overview of activities undertaken to meet its equality objectives.

BHT has made significant strides in various areas, including increasing the number of children from deprived communities attending 12-month health reviews, with over 90% attendance by Q4 2024/25. The Trust has also successfully tackled cardiovascular disease by ensuring at least 75% of outpatients have their blood pressure checked, with over 16,000 patients having their blood pressure checked in 2024/25. Additionally, the Trust has increased feedback rates from the 17-30 age group from 2.5% to 7% by introducing QR codes on posters and leaflets.

Despite the positive achievements, there are key issues that need addressing. The Trust has identified disparities in Did Not Attend (DNA) rates among patients from minority ethnic backgrounds, potentially due to barriers such as language, cultural differences, or socioeconomic challenges. To address this, the Trust is expanding the number of services that use an SMS texting service to remind patients of their upcoming appointments and is actively measuring long waits and DNA rates for patients from deprived areas. Additionally, there are ongoing data quality issues in community activity records, particularly in recording gender and ethnicity, which the Trust is addressing with system suppliers and through the appointment of a new Data Quality Manager.

To continue to address health inequalities within our communities we seek support from the Trust board to continue to address the key issues highlighted within this report. Whilst some of our improvements may seem small, every improvement has a huge impact on the individuals, our patients, who gain access to a service they need. The society and communities we serve may never fully eliminate some of the key issues raised within these reports, but we must strive to be beacon organisation that leads by example, that engages with our local communities and works with them to provide the services they need and give fair equitable access to those that need them.

Report

1. Purpose

The main purpose of these reports is to show how the Trust is eliminating discrimination, advancing equality of opportunity, and fostering good relations between people with different protected characteristics.

2. Background

As a publicly funded organisation, Buckinghamshire Healthcare NHS Trust (BHT) is required to publish information annually on how it has met the Public Sector Equality Duty (PSED) and the progress it has made in achieving its equality objectives including steps taken to:

- eliminate unlawful discrimination
- advance equality of opportunity for people with protected characteristics
- and foster good relations between those who share protected characteristics and those who do not.

This report provides an update on how the Trust is meeting its PSED obligations along with an overview of activity undertaken to meet its equality objectives during the financial year 2024/25 covering the following key areas:

- Patient Profile

- Business Planning
- Patient Experience and Involvement
- Public and Patient Engagement
- Production, approval, registration and implementation of Trust wide strategies and policies

3. Current Position

The report provides several assurances that Buckinghamshire Healthcare NHS Trust (BHT) has met the Public Sector Equality Duty (PSED) and taken steps to eliminate unlawful discrimination, advance equality of opportunity for people with protected characteristics, and foster good relations between those who share a protected characteristic and those who do not.

1. **Annual Reporting and Compliance:** The Trust publishes information annually on how it has met the PSED and taken steps to eliminate unlawful discrimination, advance equality of opportunity, and foster good relations. This includes considering how services and activities affect people with different protected characteristics.
2. **Public Engagement and Involvement:** The Trust is dedicated to fostering strong relationships with local communities, ensuring services are accessible to all members of the community. This includes engaging directly with various groups to address specific needs and barriers to healthcare.
3. **Key Achievements:** The reports highlight several key achievements, such as increasing the number of children from deprived communities attending health reviews, tackling cardiovascular disease, and increasing feedback rates from younger age groups. These initiatives demonstrate the Trust's commitment to advancing equality and ensuring equitable access to services.
4. **Patient Profile Analysis:** By analysing the patient profile by protected characteristic, the Trust can identify which patient groups are accessing services and address any potential inequalities in access. This proactive approach ensures equity of access across all protected characteristic groups.
5. **Equality Quality Impact Assessments (EQIA):** The Trust conducts EQIAs to assess the impact of functions, policies, processes, and decisions on those with protected characteristics. This ensures legal compliance with the Equality Act 2010 and the PSED, promoting equality and preventing disadvantage or discrimination.

These points collectively provide assurance that the Trust is actively working to meet its PSED obligations and is committed to creating an inclusive and equitable healthcare environment for all.

4. Conclusion, Recommendation and Next Steps

This is an annual report summarising five individual PSED reports for the areas highlighted within the appendices.

5. Action required from the Board or Committee

EMC is requested to take substantial assurance that our Trust is meeting the Public & Patient Public Sector Equality Duty.

- **APPENDICES**
- Appendix 1: Patient Profile PSED Report – written by Mark Squire

- Appendix 2: Business Planning PSED Report – written by Debbie Hawkins
- Appendix 3: Patient Experience and Involvement PSED Report – written by Amarjit Kaur
- Appendix 4: Public Engagement PSED Report – written by Dee Irvin
- Appendix 5: Production, approval, registration and implementation of Trust wide strategies and policies – written by Reema DSouza