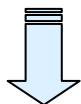


Equality Delivery System: 9 Easy Steps

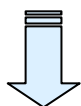
Step 1

Governance and partnership working – agree how it will work, confirm who's in charge, and decide how everyone fits in



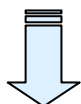
Step 2

Identify local interests - including patients, communities, staff, unions and local third sector organisations



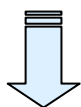
Step 3

Assemble evidence - including JSNAs, Public Health data, CQC surveys & local surveys



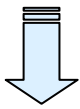
Step 4

Agree roles with the local authority – in particular, the part that LINKs/HealthWatch, Public Health, Health & Wellbeing Boards will play



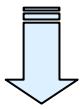
Step 5

Analyse performance – on 18 Outcomes for each protected group, with local interests



Step 6

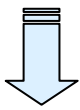
Agree grades jointly - for each Outcome, with local interests (eg. patients, staff)



Goal	Narrative	Outcome	Grade
1. Better health outcomes for all	The NHS should achieve improvements in patient health, public health and patient safety for all, based on comprehensive evidence of needs and results	1.1 Services are commissioned, designed and procured to meet the health needs of local communities, promote well-being and reduce health inequalities	Green
		1.2 Patients' health needs are assessed, and resulting services provided, in appropriate and effective ways	Orange
		1.3 Changes across services are informed by engagement of patients and local communities, and transitions made smoothly	Green
		1.4 The safety of patients is prioritised and assured. In particular, patients are free from abuse, harassment, bullying, violence from other patients and staff, with redress being open and fair to all	Purple
		1.5 Public health, vaccination and screening programmes reach and benefit all local communities and groups	Red
2. Improved patient access and experience	The NHS should improve accessibility and information, and deliver the right services that are targeted, useful, usable and used in order to improve patient experience	2.1 Patients, carers and communities can readily access services, and should not be denied access on unreasonable grounds	Purple
		2.2 Patients are informed and supported to be involved in decisions about their care, and to exercise choice about treatments and places of treatment	Purple
		2.3 Patients and carers report positive experiences, if their treatment and care outcomes and of being listened to and respected and of how their privacy and dignity is prioritised	Green
		2.4 Patients' and carers' complaints about services, and subsequent claims for redress, should be handled respectfully and efficiently	Purple
3.	The NHS should	3.1 Recruitment and selection processes are fair, inclusive	Red

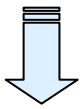
Step 7

Prepare Equality Objectives – for each Goal, with input from local interests

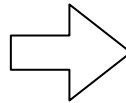


Step 8

Integrate Equality Objectives in mainstream business planning – NHS Integrated Plans (inc. QIPP response), Quality Accounts and NHS Constitution



1. Better health outcomes for all
2. Improved patient access and experience
3. Empowered, engaged and included staff
4. Inclusive leadership at all levels



Step 9

Publish grades and Equality Objectives – share with H&WB Boards; alert CQC to serious concerns

