

Dorset NHS Equality Delivery System (EDS) Evaluation Report for Launch Events

21 and 23 November 2011



NHS Dorset, NHS Bournemouth and Poole PCT
Dorset HealthCare University NHS Foundation Trust
Dorset County Hospital NHS Foundation Trust
Poole Hospital NHS Foundation Trust

Executive Summary

- To provide the Cluster Directors with an Equality Delivery System (EDS) update post the two Dorset NHS EDS Launch Events held in November 2011.
- To provide evidence of community engagement with local interest groups, staff, service users and carers.
- To look at the proposed next steps necessary to meet the EDS publication date of 6 April 2012.

Aim

The aim of this report is to inform Cluster Directors of the outcomes from the NHS Cluster EDS Launch Events and to set out the next steps to meet compliance by 6 April 2012.

1. Background

The NHS in Dorset held two Equality Delivery System Launch Events. The first one was held on 21 November 2011 at the Dorford Centre, Dorchester. The second was held on 23 November 2011 at the Carrington Hotel, Bournemouth. It is estimated that over 140 people attended both events although the data capture and evaluation sheets do not reflect this number of attendees.

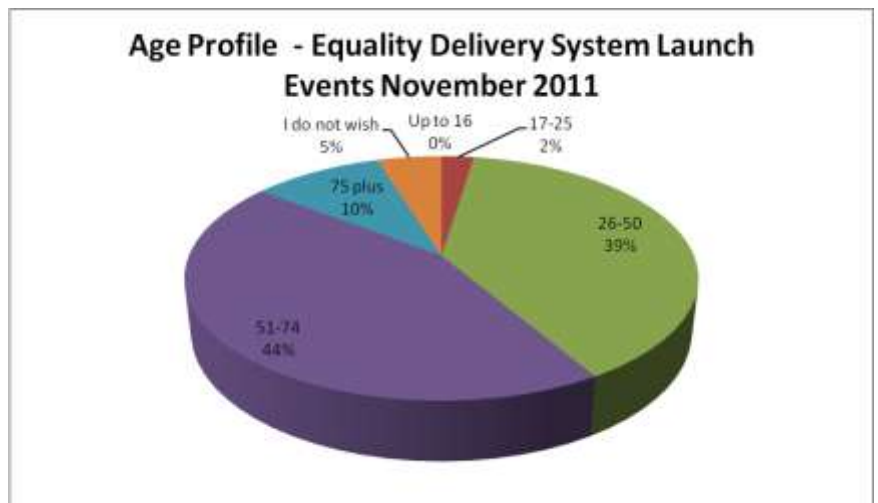
The launch events were co-ordinated by Dorset Race Equality Council with a three month lead in period lead by the Equality and Diversity Advisor for Dorset HealthCare University NHS Foundation Trust and supported by Equalities and Human Rights Lead for NHS Bournemouth and Poole.

This was the first time that all the NHS organisations in Dorset had come together to work on a project launch of this type and on this scale. This was reflected in the variety of people from different organisations involved in the presentations.

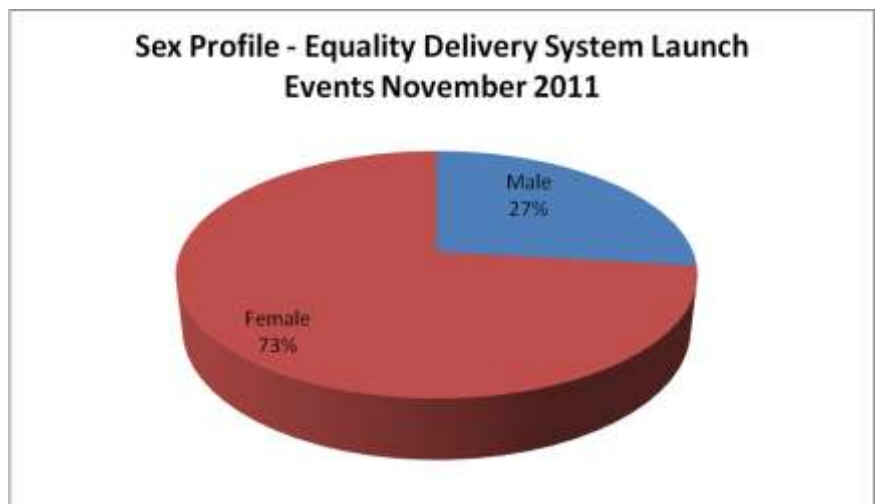
(Programmes for both events are attached at Annex A and B)

2. Launch Events Profile by Protected Characteristic (41 Returns received)

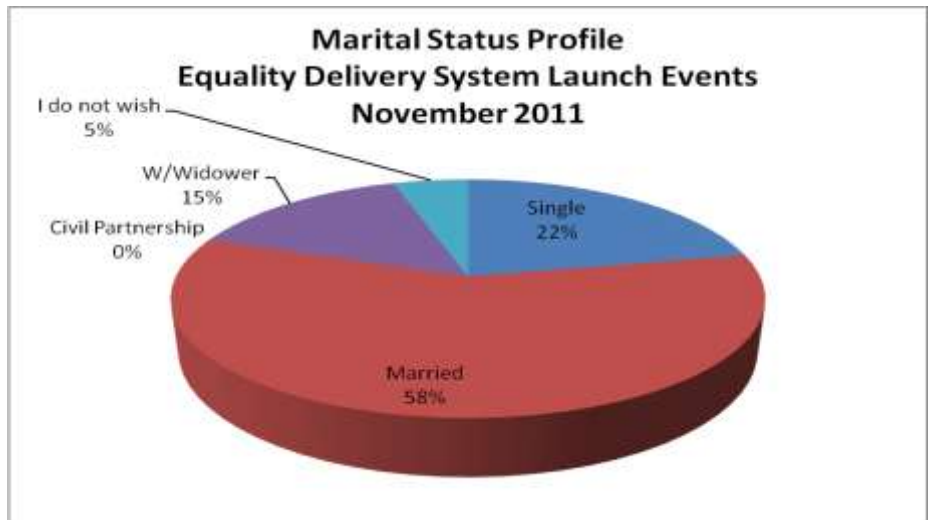
Age	Total
Up to 16	0
17-25	1
26-50	16
51-74	18
75 plus	4
I do not wish	2



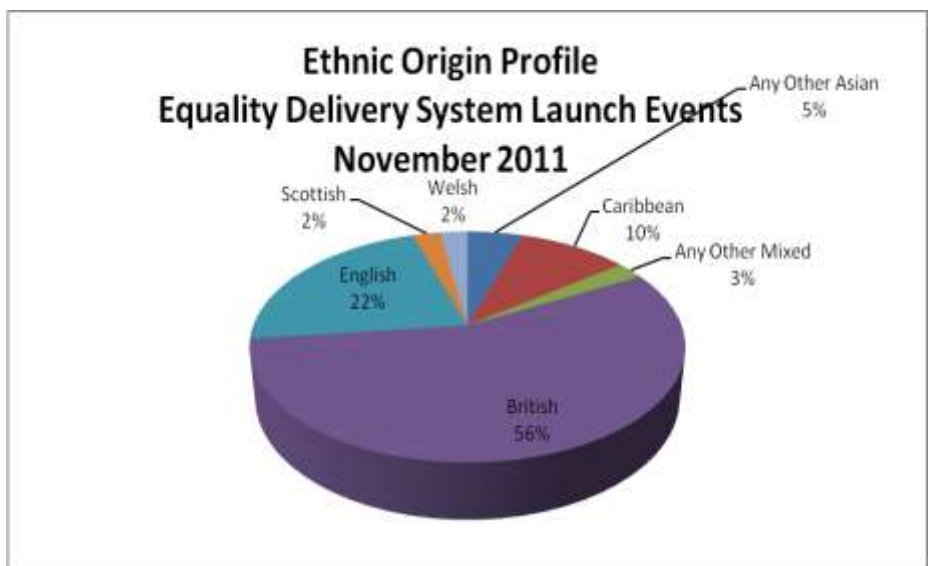
Sex	Total
Male	11
Female	30
Transgender	0
I do not wish	0



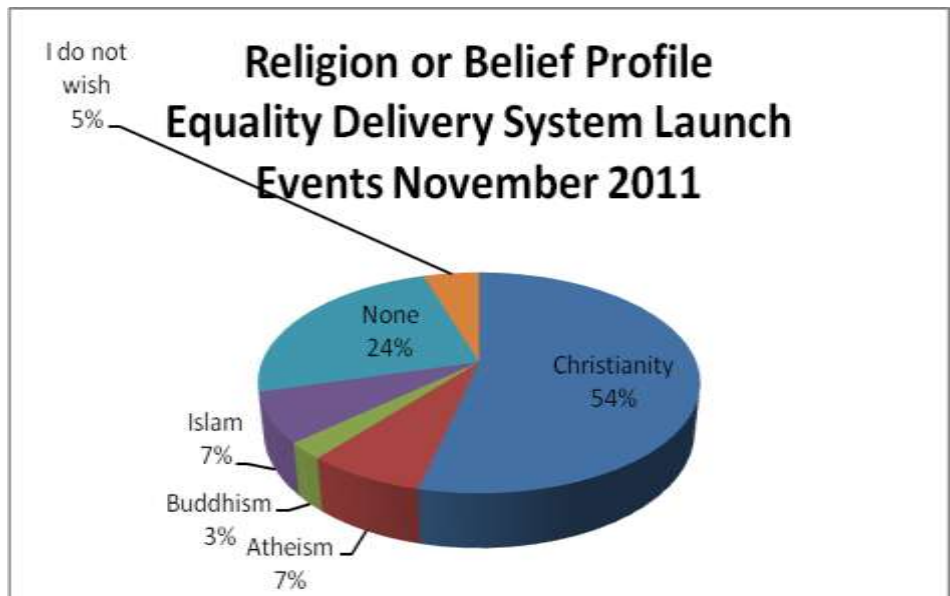
Marital Status	Total
Single	9
Married	24
Civil Partnership	0
W/Widower	6
I do not wish	2



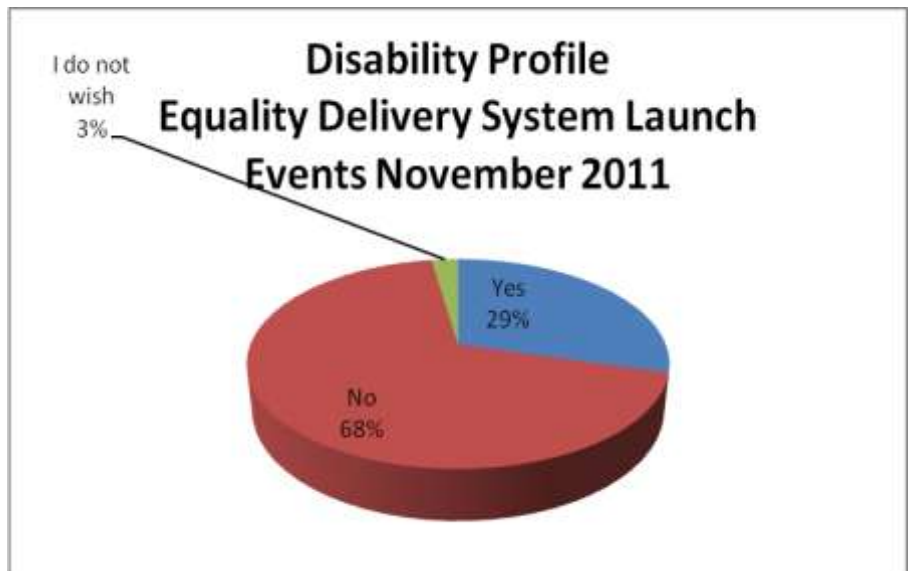
Ethnic Origin	Total
Any Other Asian	2
Caribbean	4
Any Other Mixed	1
British	23
English	9
Scottish	1
Welsh	1



Religion or Belief	Total
Christianity	22
Atheism	3
Buddhism	1
Islam	3
None	10
I do not wish	2



Disability	Total
Yes	12
No	28
I do not wish	1



Maternity	Total
Yes	1
No	40



3. The Events

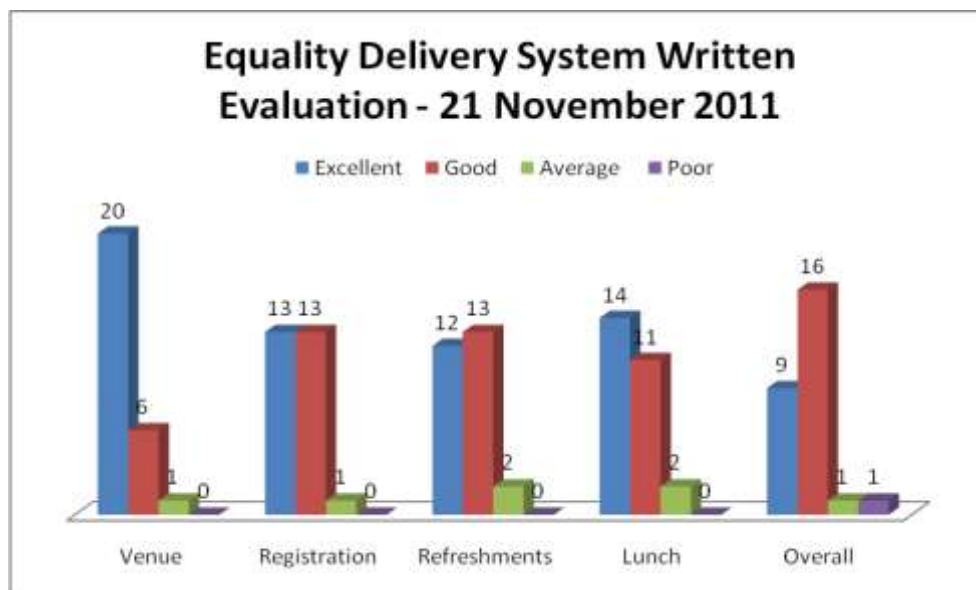
The event at the **Dorford Centre** had 68 delegates booked with 18 no shows on the day. When you add the stand holders and guest speakers it is estimated that 65 people attended this event. This did not detract from the discussions or the networking opportunities. One of the main topics for discussion was the threat posed to the community hospitals by the changes in service provision by Dorset County Hospital. The CEO of Dorset Community Hospital, NHS Foundation Trust, Jean O'Callaghan was present at the launch and gave her perspective of the changes and opportunities being enforced on the NHS due to financial pressure.

The talks by Access Dorset, Dorset Race Equality Council and Bournemouth, Poole & Dorset LINKs were very well received. There was a number of additional local interest groups who also wanted to be included in the development of the EDS in Dorset. Their details have been added to the contact list.

After the presentations delegates were able to talk to the presenters and look at the many stands that were on show on the day. These included Dorset Mental Health Forum and an Exhibition called 'All Different, All Dorset' that celebrates multi-ethnic Dorset through images and stories. Bournemouth Interpreters Group were also in attendance to show the type of services available through the NHS.

Lessons learnt from this event were to have a better explanation about the EDS and why it was being introduced at the beginning as many people felt they didn't have enough information at the start.

Unfortunately the programme for the day had been left out of the information packs and although this was corrected later in the day it did cause some frustration for the delegates.



The event at the **Carrington Hotel** had 80 delegates booked with 21 no shows on the day. When you add the stand holders and guest speakers it is estimated that 75 people attended this event. The topics for discussion at this event were extremely vocal.

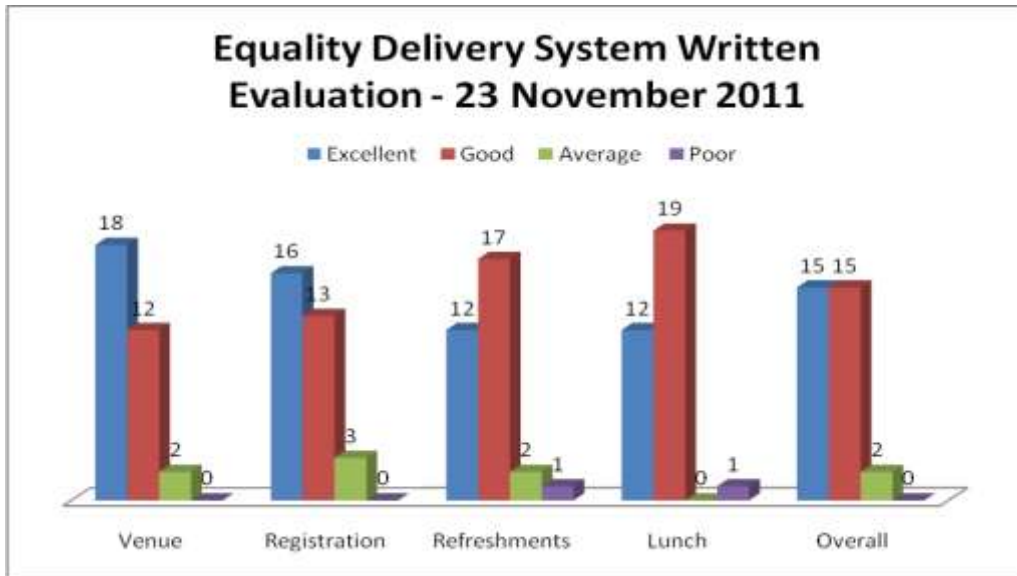
There were issues raised about the accessibility of the NHS to the Roma and Traveller community, doubts about the success of the EDS in the current financial climate and concerns that the programme on a national scale was not being promoted with sufficient importance.

After the presentations, delegates were able to talk to the presenters and look at the many stands that were on show on the day. These included many of the same stands from the Dorford event and also included a stand on Spirituality and religious care provided by Poole Hospital Chaplaincy Service.

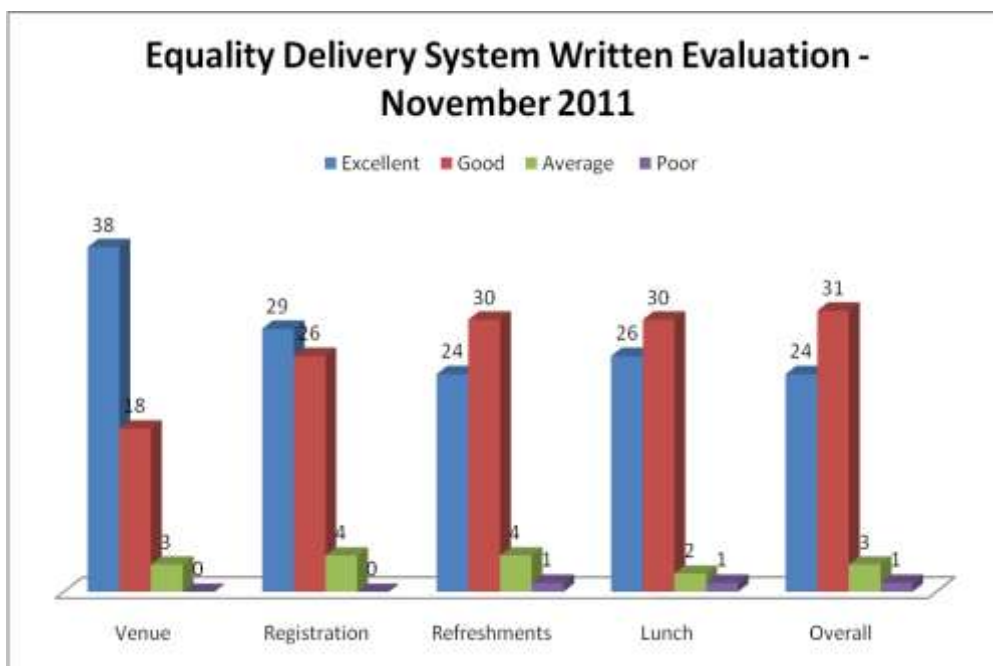
At this event we were requested to provide Speech to text Reporter and one of the deaf/deafened delegates brought two BSL signers at his own expense.

There was far more participation by the panel on this occasion which was led by Colin Hague, HR Director, DHUFT. Although many of the audience were very sceptical about the EDS they are more than willing to be engaged in the development in Dorset

There was an overriding need to see any examples of good practice and where the EDS has made positive outcomes for service users.



Combined Evaluations



4. Written Comments

What did you like most about the event?

Information was good

Exciting event

The attempt to engage across a wider range of groups etc

I enjoyed the opportunity to network with others

Networking, strands and meeting new people/organisations

The introductions to the panel, panel responses, well done

Hearing about how things could move forward for disadvantaged groups

Clear capable speakers

Informative, organised, easy to engage

The questions and answers
Nothing
Helpful overview of system and non NHS partners
Range of attendees
Presence of wide-ranging professionals creating a diverse collection of people to contribute a breath of voices
Information provided in packs
The goals and outcomes clearly set out
Information given
Responses to questions
Provided a wide range of views and demonstrated partnership between so many organisations
Good length and suitable for a launch
Wide range of speakers, not just NHS
The questions and debate
Opportunity to network
Pleasant period of time and meeting people
The future use of evidence, I am not convinced when services are being taken away
Very interesting and good questions
It was well planned and put together

What did you like least about the event?

Talking too fast
Did the engagement succeed? Not sure as I'm not too clear exactly which 'bits' of the community were there (except for those who identified themselves in questions)
Difficult to be inspired by a concept needed more tangible examples of good outcomes
Too much food
Not enough examples of what 'good' looks like
Presenter needed to talk slower. If I wasn't already aware of the EDS, difficult to understand
The subject wasn't broad enough
Not enough equality for older people
Needed more examples of what we are trying to achieve – an excellent rated organisation
Slightly lacking in detail/background information for those not professionally connected or involved
Initially no agenda and not sure what actually will be different
Some examples might have been helpful
Had speakers but not involved in answers
Useful to have explored challenges in implementing the EDS
Only a few NHS representatives
Lack of a discussion about costs and staffing
What if anything staff will be doing as their job
Who will be sorting out the information which groups will be sending in
Information

Final comment

I hope the outcome is what I want
Talk slower but good meeting
May we all succeed in helping others in Dorset
Thank you and well done to all

Regular updates and progress would be useful.
Are these evaluation forms given to patients?
Thank you
Very useful to have had time to speak to others present
There didn't seem to be enough content to justify a launch event like this, bit of a farce really
Thank you for the event
Looking forward to being further involved
David Corbin was an excellent ambassador for the EDS system
David Corbin went a good way towards providing some reassurances – but not all the way!!
A very good start and good way to involve everyone
I thought the introduction was a little light in detail
What is the problem which is not being currently being met for which this is the intervention?
Keep listening to the community groups please
Speakers and venue very good
Wish more people could have been involved with the event

5. Next Steps

Now that the scene has been set with many organisations across Dorset, the next step will be to share this report and also get the local interest groups to comment and grade the NHS across the county on its objectives for year 1 from April 2012. This will focus on the outcomes for the EDS **Goals** for Patients, Carers and Local interest Groups: -

- 1 Better Outcomes for all
- 2 Improved patient access and experience

NHS Staff will consider the outcomes for the EDS **Goals** for: -

3. Empowered, engaged and well supported staff
4. Inclusive leadership at all levels

By using the current RAG rating and also grading the outcomes in order of priority. *Example 1 being the most important down to 10 least important.*

Information about the EDS will be placed on the relevant trust web sites with links to national information as the EDS continues to be rolled out across the country.
<http://www.eastmidlands.nhs.uk/about-us/inclusion/eds/?locale=en>

Looking at the numbers involved in each event and their location a further two smaller events will be looked at in the north of the county near Sherborne or Shaftesbury and another in the Weymouth or Portland area. There will be sufficient funds to run these events between January and March 2012.

A follow up letter will be sent to as many local interest groups as possible in January 2012 promoting the fact that the EDS is here and the need to maintain communications links. Better use of existing systems like PALS and customer services need to be utilised for complaint and compliments. Service users and carers need to be given clear autonomy to use these systems without fear of comebacks from the NHS. Local interest groups need to feel

able to challenge the NHS without fear of retribution in applying for funding or service contracts.

6. Conclusion

The events have raised the profile of the EDS in the whole of Dorset and made several community support groups aware that their engagement and participation in monitoring, challenging and grading all the NHS organisations in Dorset is a critical part of the EDS framework.

These were not the only events to cover the EDS in Dorset. On 11 October the DHUFT, Equality and Diversity Advisor delivered a presentation at the Dorset Race Equality Council AGM.

Although there does not appear to be any representation from the Gender Reassignment 'Protected Characteristic' the Chair of Chrysalis, Dianne Yexley, who supports the Transgender Community from Cornwall to Reading in the South West has made herself known to us as a willing local interest contact group.

There is legacy of previous failed attempts to fully engage with our communities and to show real value to those community voices that have previously found themselves not being listened to and this going to be extremely difficult to overcome.

The community want to see the results of positive outcomes that have been brought about by this type of engagement both locally and nationally.

As the financial pressures begin to take effect and we ask more and more from our local communities, they will require continuous engagement and in some areas financial support to enable them to meet the demands we are making of them.

Tighter control of data collection and evaluation forms will need to be put in place in order to ensure the effectiveness of any analysis and follow up actions.

David Corbin
Equality and Diversity Advisor
Dorset HealthCare University NHS Foundation Trust
Dorset EDS Cluster Lead

2 January 2011