

EDS GOAL 1 BETTER HEALTH OUTCOMES FOR ALL

Objective	Action	Measures of Success	Lead	Date Added	Timescale	Progress Update
Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed	Ensure that patient leaflets are available in a variety of formats and work with parties across the health community	<ul style="list-style-type: none"> • Availability of resources in several different formats • Improvement of questionnaire scores next year 	Patient and Public Experience Lead		<p>March 2017</p> <p>April 2017</p> <p>September 2017</p>	<p>Complete 17/11/17: BP – we now have a Patient Information Facilitator in place who is leading on patient leaflets, and a new Patient Information Group (PIGLIT) has been formed to review existing and new leaflets, this will provide assurance moving forward.</p> <p>All existing leaflets are now available to patients on the DCH website.</p>
	Publicise the use of patient care passports to staff, patients, carers and local interest groups	<ul style="list-style-type: none"> • Increased use of patient care plan passports 	Patient and Public Experience Lead		September 2017	<p>Complete 17/11/17: On-going work around passports, particularly with patients with learning disabilities. Dementia steering group, Safeguarding Adults and specialist nurse involvement – this is me being merged with learning disability passport so only 1 for staff to complete</p>
	Participation in Dorset Trusts E&D Cluster to see how we are engaging with Patient Engagement Groups. To establish a Public and	<ul style="list-style-type: none"> • Patient survey responses relating to accessibility of services 	Patient and Public Experience Lead		September 2017	<p>Complete 17/11/17: Various Dorset-wide patient engagement groups in progress including pan Dorset stroke Group and STP Patient Engagement Network.</p>

	Patient Engagement Group. Utilise Health Watch. Link with small local groups.					
	Creation of Communication and Engagement Strategy	<ul style="list-style-type: none"> Implementation of Communication and Engagement Strategy 	<p>Patient and Public Experience Lead</p> <p>HR Manager – Engagement & Wellbeing</p>	January 2018	September 2018	Complete Strategy group created, initial meeting occurred 08/01/18
	Ensure compliance with the accessible information standard	<ul style="list-style-type: none"> Evidence of community engagement initiatives 	Patient and Public Experience Lead		<p>Feb 2017</p> <p>April 2017</p> <p>May 2017</p> <p>September 2017</p> <p>January 2018</p> <p>March 2018</p>	<p>Complete</p> <ul style="list-style-type: none"> Dorset CCG to obtain quote for county-wide licence for BrowseAloud and CopyCert for acute trusts, county councils and DHUFT. UPDATE – Browse Aloud not being pursued by NHS England New Patient Information postholder will also assist with implementation of the AIS. PAS now has an Accessible Information Group. DC advised that patient information should have been collected initially by the GP; adequate sharing is not occurring. MW queried whether this issue should be placed onto the Risk Register. With regards to the accessible information standard, the Trust is not

						<p>compliant; this is being raised at Quality Committee. Information is on NHS England Website – there are resources there.</p> <ul style="list-style-type: none"> • UPDATE - This is being discussed and monitored at IG, briefing paper to be shared with group.
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EDS GOAL 2 IMPROVED PATIENT ACCESS AND EXPERIENCE

Objective	Action	Measures of Success	Lead	Date Added	Timescale	Progress Update
People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds	Include patient representatives in the development of Trust travel plans	<ul style="list-style-type: none"> • Development of inclusive travel plan 	Director of Finance and Resources		January 2016	Complete. Patient governor sits on Trust Travel Working Group, involved in Trust travel planning
	Accessibility audits relating to protected groups to be completed with local patient forums	<ul style="list-style-type: none"> • Audit outcomes and related action plans 	Patient and Public Experience Lead		September 2017	Complete PLACE audit does include disability – recent PLACE results are attached. PLACE carried out annually (next audit May 2018, results expected in June 2018) PLACE results are reviewed at Patient Experience Group
	Communication methods with patients to be reviewed	<ul style="list-style-type: none"> • Feedback through patient groups 	Head of Access	March 2018	Ongoing	Query re: hearing loop
	Site signage to be reviewed	<ul style="list-style-type: none"> • Audit outcomes and related action plans 	Estates Project Manager	March 2018	Ongoing	Complete Part of Estates Masterplan

EDS GOAL 3 EMPOWERED, ENGAGED AND WELL SUPPORTED STAFF

Objective	Action	Measures of Success	Lead	Date Added	Timescale	Progress Update
When at work, staff are free from abuse, harassment, bullying and violence from any source	Promotion of the whistleblowing process and policy	<ul style="list-style-type: none"> • Staff surveys • Feedback through staff side forums 	HR Managers		April 2016	Complete Whistleblowing policy re-launched and poster campaign completed. Subject to annual review in March 2017
	Re-launch of Harassment Support Advisor service, including a training programme for new HSA's	<ul style="list-style-type: none"> • Monthly reports on use of Harassment Support Advisors service. 	HR Manager		July 2016	Complete. A new cohort of Harassment Support Advisors in place. Monitoring reports ongoing; only gender of users of the service is recorded currently. The monitoring reports are forwarded to HR prior to submission to FPC. It was noted that harassment is being reported on staff survey but not being reported at this Group. It was stated that more information is required on activity. The Trust is relaunching the Freedom to Speak up Guardian role as two people have been appointed.
	Annual bullying and harassment audits completed and action plan developed then communicated to staff	<ul style="list-style-type: none"> • Results of bullying and harassment audit 	HR Manager		October 2016	Complete.
	Anonymised summary of disciplinary cases to be	<ul style="list-style-type: none"> • No identifiable trends by protected 	HR Manager		December 2016	Complete.

	provided to the HRD to ensure all cases were appropriately implemented and managed (WRES)	characteristic				
	Engage with trade union representatives to inform staff engagement and equality initiatives	<ul style="list-style-type: none"> Staff Side involvement in planning and delivery of equality and engagement initiatives 	HR Business Partner		January 2016	Complete. Staff Side representatives participate in Equality Steering Group and Trust Partnership Forum. Ongoing.

EDS GOAL 4 INCLUSIVE LEADERSHIP AT ALL LEVELS

Objective	Action	Measures of Success	Lead	Date Added	Timescale	Progress Update
Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination	Review of Equality and Diversity training for line managers; which is designed to meet the required EDS2 standards	<ul style="list-style-type: none"> Managers attendance at E&D training Raised awareness, evidence of E&D inclusion within management practices 	HR Manager		April 2017	Complete. New e-learning package introduced.
	Review bullying and harassment training for line managers	<ul style="list-style-type: none"> Results of Bullying and Harassment Audit - any allegations of bullying and harassment made against line managers not being upheld 	HR Manager		January 2017	Complete. Ongoing review & updated with relevant cases or changes in legislation Delivered quarterly

	Equality standards included in leadership training programmes for managers	<ul style="list-style-type: none"> • Training programmes compliant with equality standards 	Head of Workforce Engagement and Development		January 2017	Complete.
	Staff Survey results disseminated to departments and action plans developed	<ul style="list-style-type: none"> • Divisional action plans developed 	HR Business Partner		May 2017	Complete Staff survey results currently being disseminated
	Broaden engagement in the Equality & Diversity agenda via quarterly divisional E&D performance metrics, to feed into the annual E&D Board report	<ul style="list-style-type: none"> • Completion of divisional reviews • Engagement of Divisional representatives at Steering Group 	HR Manager – Engagement & Wellbeing		Ongoing	<p>Complete</p> <p>Divisions to provide assurance around how staff are developed for key leadership roles, in line with development of new divisions.</p> <p>Equality to be discussed within division in order to raise awareness. Action: JK/SW to meet to raise awareness in order that this is included in the monthly divisional discussions.</p> <p>HR Monthly report to divisions to include diversity of new appointments as a starting point – removed at division request. Commentary to be added – are there any E&D issues to be discussed / exception report</p> <p>Feedback from E&D Steering group to be incorporated</p> <p>Board Sub-committee (workforce) being created,</p>

						E&D will be included as a standing agenda item
	Trust to consider the feasibility of central collection of non-mandatory training and CPD records to facilitate the collection of this data (WRES /)	<ul style="list-style-type: none"> Completed feasibility study 	Head of Education, Learning and Development		Ongoing	<p>Complete. Reporting is possible via existing reporting channels.</p> <p>DC stated that DHC enquired of staff (BME) to ascertain if they were denied access to training. Action: Engage Tina and her Team to see what else can be asked.</p> <p>To be recorded on OLM/ESR</p>
	Anonymised summary of training refusal to be provided to the HRBP to ensure all applications were appropriately implemented and managed (WRES)	<ul style="list-style-type: none"> No identifiable trends by protected characteristic 	<p>Head of Education, Learning and Development</p> <p>HR Business Partner</p>	January 2018	Ongoing	<p>Complete TNA Linking to ESR discussed, will be raised at Learning Needs regional meeting</p> <p>To be recorded in OLM/ESR, (only at point of reaching Education Centre)</p>
	Undertake Gender Pay Gap audits as part of workforce planning processes	<ul style="list-style-type: none"> Outcomes of Gender Pay Gap audits 	HR Business Partner		March 2018 July 2018	<p>Complete</p> <p>Update: To be published by 31 March 2018, ESR to create reports in December release</p> <p>Update: Infographic created and discussed, Data @ 31/03/17, will be refreshed @ 31/03/18</p> <p>Data refreshed, report created and will be circulated and</p>

						published when finalised
	Develop support networks and for minority groups	<ul style="list-style-type: none"> Establishment of support groups and networks 	HR Manager – Engagement & Wellbeing		March 2018 Sept 2018	<p>Complete</p> <p>Work currently underway to establish Dorset-wide groups that staff can access.</p> <p>Details being published of local groups, will look at feasibility of DCH groups being set up. Staff contacted regarding groups, discussions ongoing</p>
	Promote schemes for equal opportunities recruitment	<ul style="list-style-type: none"> Recruitment scheme for colleagues with learning disabilities 	Head of Workforce Resourcing		March 2018 Sept 2018	<p>Update: Supported Internship - Established links, placements being undertaken (need to track activity, explore further opportunities)</p> <p>Potential to advertise schemes internally</p> <p>Accredited as a Disability Confident employer</p>
	Review options for different recruitment methods	<ul style="list-style-type: none"> Increased recruitment of colleagues with disabilities / special needs 	Head of Workforce Resourcing	March 2018	Sept 2018	<p>Face to face / online / assessments</p> <p>Gather further information from DHC/DHUFT regarding “disability as an asset”</p>
	Creation of Recruitment Training	<ul style="list-style-type: none"> Raised awareness, evidence of E&D inclusion within recruitment practices 	Head of Workforce Resourcing	January 2018	Sept 2018	<p>Level 2 Training options being reviewed including e-learning</p> <p>Accredited as a Disability Confident employer</p> <p>To include unconscious bias module/section within training</p>