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Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board

Annual Equality Report 2014/2015

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Introduction

This is our fourth Annual Equality Report. It describes what we did to progress equality across the Health Board during 2014/2015. Equality is about making sure people are treated fairly and given fair chances. It is not about treating everyone the same, but seeing people as individuals and being sensitive, thoughtful and flexible about how to meet the needs of each person.

The report is not designed to cover everything but is an overview highlighting some of our key work. It should be read alongside our Annual Report 2014/2015, Annual Quality Statement, Annual Governance Statement, Primary Care Annual Report and the ABMU Director of Public Health Annual Report.

<http://www.wales.nhs.uk/sitesplus/863/page/41077#annual>

How we are doing?

The Equality Act 2010 is about treating everyone in a fair way. This law protects people from being treated worse than other people because they are:

- men and women
- disabled people
- young people and older people
- people who come from racial backgrounds – who may speak another language
- people who follow a religion or who have no religious beliefs
- people who are gay, lesbian or bisexual
- people who are considering, undergoing or have undergone gender reassignment
- people who are in a civil partnership or married
- women who are pregnant or have recently had a baby.

We have to tell you how we collect and use information to ensure that we are treating people fairly. It is important that our services are meeting the needs of all groups of people who we serve and we treat people fairly at work.

Our Annual Quality Statement looks back over the past year. It summarises what we did to improve the quality of our services. The document also provides information about the areas where we did not do so well. It highlights that we must continue to improve how we work and place people at the centre of our services.

Towards the end of 2013, we reviewed information about the health, age and way our citizens live their lives and published what we found in a report called the 'Strategic Needs Assessment'. The document is on our website: <http://www.wales.nhs.uk/sitesplus/863/document/224685>

The report identifies that the big health issues in our Health Board are:

- Our citizens are living longer and so many more of them are going to need care and treatment in the future.
- Frail and elderly people use our services the most and this is likely to increase in coming years.
- Over 5,000 people who live in ABM die each year. Heart disease, cancer and lung disease are the main reasons people die. Smoking, being very overweight, drinking too much and an unhealthy way of life often lead to such illnesses and so could be prevented if we make healthier lifestyles choices.

This is helping us to prioritise action to improve health and develop our three year plan. We used the information to help identify the service improvement proposals that offered the greatest benefit to the health of the population.

To meet increasing health needs and other challenges facing us, we have to change the way we do things. In 2012, we started our 'Changing for the Better' programme. We use ideas from our staff, patients, carers and our partners (especially the local authorities and voluntary organisations) to plan and improve our services. Two newsletters summarise progress made over the last year and are available at: www.changingforthebetter.org.uk

We also use social media such as Facebook and Twitter to gather feedback and ideas and let you know what we are doing.

We still have some work to do to improve the collection and reporting of equality data about people who use our services. This includes adapting our existing systems to collect the data and raising greater awareness of why the information should be collected and used to improve services and outcomes for patients.

We have similar work to do to improve the collection of equality data for staff. This includes raising awareness of the reasons why the information is being collected.

Looking back over the last year: Taking forward our Equality Objectives

We have a plan of the work that we are doing to help ensure that everyone is treated fairly. This is known as our Strategic Equality Plan 2012/2016.

We have equality objectives set out within our Plan. These were developed working together with our communities and staff. We engaged with different groups of people. We want to be always improving and review progress every year against each of these objectives.

We have described in this section what we did to work towards implementing the objectives during 2014/2015. This includes highlighting achievements and identifying areas where further work needs to be done.

Better health outcomes: Our work to reduce health inequalities, embed equality into services and make fair decisions

Objective 1: Reduce health inequalities

The Director of Public Health Annual Report 2015 said that the health and life expectancy of our local population continues to improve. It highlighted that we continue to see health inequalities in certain areas and amongst some vulnerable groups. Life expectancy for people living in the ABMU Health Board area has increased over the last 10 years.

There is variation across the area. The inequality in life expectancy between males and females has reduced from 5.3 years to 4.3 years.

Over the last two years, public health action has been prioritised in the three major areas associated with health inequalities: stopping smoking, tackling obesity and increasing the uptake of immunisation across all ages.

Smoking Cessation

Around 1 of 5 adults who live in our area still smoke. Smoking is strongly associated with social disadvantage and our most vulnerable populations including pregnant teenagers, offenders and people with mental health conditions who are much more likely to smoke. Stop smoking services are provided locally by 36 community pharmacists, our hospitals and Stop Smoking Wales.

Tackling Obesity

There are over 100,000 obese adults in our population. That is over 1 in 5 people (23.3%). 11.5% of boys aged 4-5 years were obese in 2013-14. 12.6% of girls aged 4-5 years were obese in 2013-14. We are working with partners on preventing childhood obesity and helping children and families when they are overweight. One priority is to increase breastfeeding as there are many benefits for the baby, including being more likely to have healthier weight when older.

Vaccination and Immunisation

Influenza vaccination uptake has remained fairly stable for people aged 65 and older living within our Health Board area in recent years. It was 65.2% in 2014/2015. Influenza vaccination for clinical risk groups (aged 6 months to 64 years) remains low – 44.1% in 2014/2015. A snapshot survey showed that over 3 in 4 pregnant women (80.9%) received their influenza vaccination (January 2015).

We continue to work towards the Welsh Government target vaccination rate of 95%. The number of children receiving all their routine vaccinations by 4 years old stands at 84.9%.

For further information, please see the Director of Public Health Annual Report 2015: <http://www.wales.nhs.uk/sitesplus/863/page/41077>

Objective 2: Embed equality into service delivery

Our Annual Quality Statement 2014/15 says that we will do all that we can to meet your individual needs when you use our services. It invites you to tell us what you want your care to be like and share with us your concerns and worries so that we can provide care and treatment that is right for you.

You can see some examples of how the feedback received from patients, families and carers has helped us to tailor the care and treatment to the needs of each person.

Objective 3: Make fair financial decisions

We have guidance to help staff assess the impact of changes to services and policies on all groups of people. We have found that listening to our patients, carers, relatives and staff helps us to understand how proposed changes affect them.

We recognise the quality of equality impact assessments is not consistent across ABM and needs further improvement with more guidance and support for staff.

First choice employer: How we promote the health and well being of our staff and ensure they have the knowledge to do their job

Objective 4: Support workforce to be and remain healthy as well as promoting staff well being

There has been an increased focus on staff health and wellbeing through investing in additional occupational health nursing and medical staff. A new occupational health department will be opened in 2016 at Morriston Hospital.

In July 2014, the 'Well Being Through Work' service won the 'excellence in improving employee health and wellbeing award' at the Excellence Awards. This service supports people to remain in employment or return to work when they are going through a difficult time. The service helps people who live or work in the Bridgend, Neath Port Talbot or Swansea areas. It continues to be successful in supporting people experiencing work limiting health conditions to remain in work.

We have services available to support our staff. These include counselling for staff experiencing problems affecting their day-to-day lives, occupational health advice, stress management courses and health and wellbeing events and activities. Further information is available within our Annual Report 2014/15:

<http://www.wales.nhs.uk/sitesplus/863/page/41077>

We have a work place policy to support staff at risk of domestic abuse. This had been identified as a key work priority by the Equality and Human Rights Commission.

Objective 5: Promote a working environment free from abuse, harassment, bullying and violence

We promote equality and human rights for everyone. We will not accept anyone being disadvantaged by age, disability, faith or belief, gender, pregnancy or maternity, race, sexual orientation, being married or in a civil partnership or gender reassignment. This is one of the messages communicated to staff through our equality and human rights training.

We are committed to providing a safe and secure environment for staff, patients and visitors and to ensure that the likelihood of persons being exposed to violence and aggression is reduced as far as possible.

Violent or abusive behaviour is not tolerated and action is taken to protect and support staff and others. Incidents of violence have to be reported using our incident reporting system. This includes verbal abuse considered to be threatening, insulting, obscene, racist, sexist or using any other discriminatory language that causes fear, intimidation or serious offence.

Staff are supported by their managers and others to control or reduce the risks from violence and aggression. Training continued to be provided to acute and community staff and was focused to give more emphasis on the management of confused patients. Mental health and Learning Disabilities services have specialist training schemes for their staff.

We have established closer working arrangements and monitoring with police and victim support agencies to tackle hate crime.

Objective 6: Support staff to be confident and competent to carry out their work

Our core skills training is based on the NHS All Wales mandatory training framework. Equality and human rights is one of the mandatory training modules at basic awareness level which all staff must complete. This training is refreshed every 3 years.

We use an equality and human rights e-learning module 'Treat Me Fairly'. This was launched by the NHS Centre for Equality and Human Rights in 2013 for use by all NHS Wales organisations. It is designed to help staff think about their day-to-day role and what they can do to promote equality.

New staff are expected to complete all e-learning mandatory modules in the first month of employment. This includes the equality and human rights e-learning. Junior doctors are required to complete this e-learning as part of their rotation into our organisation.

As at March 2015, 1100 members of staff had completed 'Treat Me Fairly'. Face-to-face training had also been provided to staff. During 2014/2015, 68 Consultants and Staff, Associate Specialist doctors had received the higher level equality training. Equality and human rights training was delivered to gynaecology and regional services staff with a focus on gender reassignment. G.P. trainers received equality and diversity training, including gender reassignment, in March 2015.

Refresher training was provided for staff on our main hospital sites to support the use of the telephone interpreting services.

Over the last year, a key focus for us has been supporting the development of our workforce. This is particularly following the 'Trusted to Care' report in May 2014. Our Learning and Development Team has worked with colleagues to plan and deliver an intensive education programme to meet the recommendations within this report.

How we are taking steps to make our workforce more diverse and understand pay differences

Objective 7: Increase diversity and quality of working lives of the workforce

We have been actively recruiting doctors and nurses over the past year. This has been challenging due to a shortage of clinical staff across the UK. Social media is being used widely to promote vacancies. Open days have been held for nurse recruitment.

We have our Flexible Working Framework that is designed to allow staff to balance work responsibilities with other aspects of their lives. Two voluntary schemes enable staff to purchase annual leave and voluntarily reduce their hours. These schemes offered greater flexibility for staff with their working arrangements.

Objective 8: Develop a fuller understanding of the reasons for any pay differences

We have produced pay reports and these are available on our website: <http://www.wales.nhs.uk/sitesplus/863/page/59057>

We recognise that there is more work to be done to analyse pay differences. We will be learning from Cardiff University's case study work with three large public sector employers that is designed to demonstrate how the required workforce and pay data analysis should be undertaken.

Patient experience: The importance of providing respectful, personal care and equality of access to healthcare

Objective 9: Raise awareness of equality and human rights

We raise awareness of what staff can do to promote equality and human rights through our mandatory training. This is described above.

Objective 10: Treat patients with dignity and respect

We describe in our Annual Quality Statement 2014/2015 how we responded to the publication of 'Trusted to Care' a year ago. We set up an 'Action After Andrews' Taskforce and a huge amount of work has been done to address the recommendations in the report. Some of the main things we did include:

Our Values: More than 6,000 staff, patients, families and carers helped us develop our values and behaviour framework. This sets out the values and behaviours that we expect everyone who works for us to follow. The behaviours we expect can be seen at: <http://www.wales.nhs.uk/sitesplus/863/page/79228> Work is underway to embed the values in all we do.

Standards of Care for Older People: Patients talked to hospital staff about their experiences to help us drive up standards of care. Working with staff, patients and voluntary groups, we developed 12 standards of care for older people. The standards give a clear understanding of what every older person can expect across all wards and departments if they attend one of our hospitals. We began regular unannounced visits to wards out of hours and at weekends to ensure that they are being followed.

Dementia Awareness Training: Many of our patients are elderly, frail and have dementia and need additional support and care to make them feel safe. Over 10,000 staff across all our hospitals have received dementia awareness training. Our aim is to train the entire workforce.

Our Wards: We are improving ward environments to make them more dementia friendly. Work is ongoing to replace hospital signage with clearer, easier to understand signs. We have introduced flexible visiting to our adult wards. This allows relatives, carers and friends to visit any time between 11.00 a.m. and 8.00 p.m. seven days a week.

We organised a Children and Young People's Conference in November 2014 where the Board publicly announced its intention to develop a Charter for Children and Young People. This Charter has been developed over 6 months of listening to children, young people, their families, carers, staff and our partners. The Charter builds on our Values and Behaviour Framework.

Objective 11: Ensure patients have equity of access to services

In 2014, the Equality and Human Rights Commission focused its monitoring of health organisations on progress with making health services more accessible.

Their report concluded that health organisations were undertaking a range of initiatives to improve access for all service users and specifically for people with protected characteristics.

We are making improvements both in terms of the physical environment and buildings and access to services. Notable examples are:

Swansea's Children's Centre: Hafan y Mor brings together services that support children with additional needs into an accessible environment designed for children at Singleton Hospital. There is also an accessible external play area and a sensory garden.

Ysbryd y Coed: This inpatient unit at Cefn Coed Hospital provides assessment and treatment facilities for older people with dementia. The unit was runner-up for the UK wide Constructing Excellence Value Award. It won the Welsh equivalent earlier in the year.

Education Programme for Patients (EPP) Cymru: Our health and well being courses have been made more accessible for deaf people who use British Sign Language. This project was a partnership between our EPP Coordinator, Deaf community service users, the British Deaf Association Advocacy Officer, British Sign Language interpreters and independent film makers. It won the 2014/15 Chairman's Award for 'Working in Partnership' and the Diverse Cymru 2014 Award for 'Excellence in Equality in the Public Sector'.

We have set up a Group to respond to the All Wales Standards for Communication and Information for People with Sensory Loss (www.wales.gov.uk/topics/health/publications/health/guidance/standards/?skip=1&lang=en). The Standards set out the level of service delivery that people with sensory loss should expect when they access healthcare.

Our Welsh Language Scheme sets out how we aim to provide services bilingually. This will be replaced by the Welsh Language Standards. Our annual Fundamentals of Care audit showed that 95% of clinical areas identified that they were able to arrange for staff to communicate with patients in Welsh.

How we are listening to people and continuing to improve services

Objective 12: Improve services through community engagement and patient feedback

We have a proven track record of effective engagement, consultation and implementation of service change. We engage and consult with the public, patients, carers, our staff and a wide range of partners. This includes groups of people from different backgrounds or circumstances.

We are continuing to work with our Stakeholder and Disability Reference Groups. This helps us to develop a better understanding of the needs of the different people that they represent. Their invaluable advice helps us improve services for everyone. The Disability Reference Group helped us design our new main entrance, outpatient facilities and education department at Morriston Hospital. These came into use in the summer of 2015.

An important part of our engagement is providing feedback to people who take part to show how their input has led to service improvement.

We increased the ways in which we engaged with staff and the public during 2014/15. This was part of our response to the 'Trusted to Care' report. We carried out a series of 'In Your Shoes' workshops. These workshops provided an opportunity for us to listen and learn from the experiences of our patients. They gave patients, their families and carers the chance to influence how we deliver, safe, compassionate and high quality care consistently. These discussions helped us develop our Quality Strategy that was published in January 2015. Further information is available within our Annual Quality Statement.

We encourage people to sign up to *YouTellUs*, including our staff. This provides a means to tell us what they think about our health services. It helps us make choices as to how future services will be shaped.

Looking forward to the next year

We have a continued commitment to equality and diversity. Over the next year, we will be engaging and consulting on what should be our equality objectives for 2016 – 2020.