

Equality Delivery System Grading

Healthwatch Birmingham believes that NHS England's efforts to address equality issues and promote diversity and equality should be commended. Locally, CCGs and Trusts have implemented this framework to assess performance on equality. There is strong evidence for each outcome that demonstrates that work is being done to address equality issues for both staff and patients.

What has been of concern for Healthwatch Birmingham is that the evidence presented for each outcome does not tell us the actual impact it has had on people from protected characteristics under the equality act. It is therefore not clear whether people from protected characteristics have good health outcomes as a result of these efforts. From our work, we have found that the CCGs are not collecting demographics of those patients and members of the public participating in engagement activities. They therefore have no way of identifying who they are engaging and who is being excluded. Without this, they are missing vital information that can enable the CCG to confidently say that they are reaching hard to reach groups or those under the equality act.

Healthwatch Birmingham, asks that equality and diversity issues be a key thread throughout CCG strategies, for instance, engagement or the involvement of patients and the public would be more effective if one of its purposes is to identify, understand and address health inequalities/barriers different groups' face.

Healthwatch Birmingham still hears feedback from individuals and groups with protected characteristics or those vulnerable:

- Poor support for people with mental health between waiting lists.
- Poor follow through with care plans which means support is not person centred. Care plans not asking enough of the right questions - for instance, it will just state a person is Sikh
- Communication is poor - such that communication is not tailored to needs, for instance for deaf patients.
- Deaf community translation facilities - people given appointments at short notice so not enough time to get an interpreter (some cannot read English and have no interpreter during referrals).
- Communicating with older people - diversify from using social media
- Support for young carers - providing out of hours or weekend support.



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Yours Sincerely,



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