**NHS**
Stoke-on-Trent
Clinical Commissioning Group

Quality care, best value, better outcomes

**NHS**
North Staffordshire
Clinical Commissioning Group

Putting patients first

# Equality Delivery System (EDS)

A Joint Clinical Commissioning Group Annual Public Grading Event.



North Staffordshire, and Stoke on Trent Clinical Commissioning Groups (CCG's) held their first joint event in 2015 which helped them work closely together when buying healthcare services and making fair healthcare decisions for local people across North Staffordshire and Stoke on Trent.

## What is it all about?





Equality Delivery System or 'EDS' is about treating all patients, carers and staff in a fair way and making sure everyone has a say in how healthcare services include and listen to all groups of people in our local communities.

Equality Delivery System or 'EDS' is used each year by NHS Clinical Commissioning Groups or CCGs (who buy healthcare services for our local community).

They want to make sure that the services they offer are fair and open to all parts of the community.

## What have we done this year?

We have collected information about how your local CCG has made sure healthcare services allow vulnerable groups of patients and their carers fair access to services.

We have trained local volunteers to grade evidence showing how CCG's include and take account of the needs of vulnerable groups of people to find out how good they think services are as well as how services could be improved.

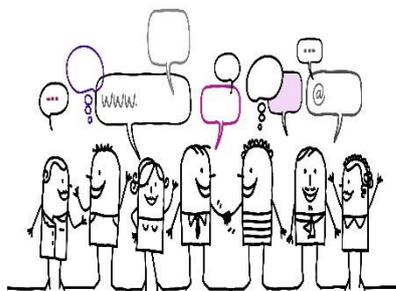This score is then put on the CCG website for the public to see.

This Easy Read version of the EDS public grading report is also displayed for the public to look at.

# What happened at the EDS Public Grading Event?

The CCG shared with local trained volunteers, the information they collected about how they have been fair in their decisions about healthcare.

Volunteers asked some of the senior NHS staff lots of questions before they scored the services to see how good they were.

**These are some of the things said by the volunteers who worked with both CCGs to improve the way services include all groups of people.**

All vulnerable groups locally should be given a fair chance to take up healthcare services. Sometimes people may not know how to do this.

Sometimes patients and their carers need more help to understand how they can look after their health better.

This help or support could be different for people with different healthcare needs.

People want to know where to go to get the best help for them, as soon as they may become unwell.
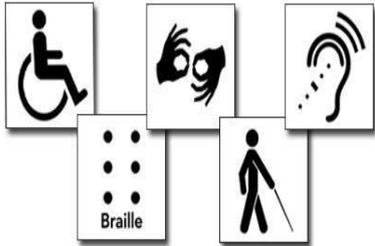
We know that NHS money has to be spent carefully so sometimes difficult decisions must be made about healthcare services for local people. Vulnerable patient groups need to understand how this works so their voice can be heard before CCGs make important decisions about what happens next.

The NHS has changed in recent years. This can be confusing about how patients and their carers find local information about their healthcare needs and who to go to for more help.

If for example I am blind, Deaf or hard of hearing, or physically disabled, I need to know what help I can get if I visit my GP or have an appointment at my local hospital. Also as a disabled person I may need help to be able to understand the information I am given so I can make good decisions and choices about my own health.

Patients need to have fair access to information and buildings so they can look after their health. They need to feel confident about how they can do this or get the local help they may need.

Sometimes patients don't understand who can help them with what they need to know or who to ask in the NHS about personal things to do with how to stay healthy. They need help with this and their GP can be the first place they go to talk to someone if they feel unwell or need advice.

## What happens next for EDS?

An EDS action plan is being written about improvements in healthcare from the comments CCGs have received at this event about fair and equal access to healthcare services and information.

If you want to take part in next year's event on 17 May 2016, please ring this number 0845 602 6772 extension 8233 for more information.