



Equality Delivery System (EDS) What is it all about?



EDS is about treating all patients, carers and staff in a fair way. Also, it's about making sure everyone has a say in how healthcare services include and listen to all groups of people in our local community.

The 2016 event included members of the public scoring both CCGs on how well they do with regards to equality or treating different people fairly.



EDS volunteers are from local seldom heard groups of people including patients, carers and staff.

The aim is to provide fair services for all and to understand how different groups of patients feel about the services being provided. CCGs also want to know about how they could improve fair access to these local services for all patients and carers.



Fair access to information and services...



CCGs are responsible for planning and buying local health care services.

They want to make sure that people from all parts of our local community can get the health care services they need and to include everyone in a way they can understand.

This means looking at how people get fair access to health care services, information and buildings. It also means looking at how different groups of patients feel about using these services and how they are treated by staff.



CCGs want to know about any good or poor experiences patients and their carers may have had. This is so they can improve health care services in the future.

What do CCG's do?



CCGs are part of the National Health Service (NHS) and they buy health care services that are needed for local people.



They want to find out how vulnerable patients and carers are feeling about the services CCGs buy. This is to make sure services are fair and easy to access by local people, and with information that is easily understood by everyone.



In May 2016 both CCGs gave the public information about how they have listened to patients and carers especially those who they don't hear from very often, about how some health care services are changing.

They also got the views of patients on how they feel about services and how CCGs could improve so that all patients and their carers feel more included and happy with the services they receive.

A new Standard about better information for patients?



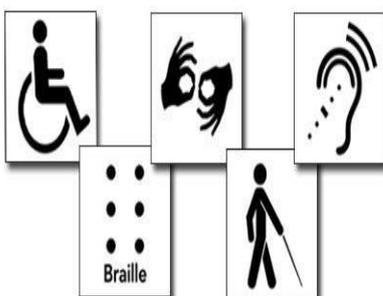
A new standard has been brought into services by NHS England, called the Accessible Information Standard.

CCGs and the services they work with like hospitals, clinics, doctors, dentists and others, are working hard to make sure that people who are deaf or blind or have physical disabilities know they can get the help they need to understand their health care choices.



This is to help people to stay well, know where to go for help when they need it, and make good health care choices that they can understand. Different patients and their carers may need different kinds of support to do this.

For example, a deaf patient may need a British Sign Language (BSL) interpreter to help them understand what is being said when they see their consultant, doctor or nurse. This support should also help them to ask any questions they may have.



If you cannot hear or speak on the phone, a patient may need to use a text service called Next Generation Text by using a mobile phone or other. You may be able to use this service to contact your local GP Practice for example to make an appointment.



A patient or carer with learning disabilities may need an Easy Read document to understand about how to make a comment on how they feel about a service or to make a complaint.

Some patients also prefer Easy Read documents as they use plain language and pictures to support easier understanding.



EDS Event held 17th May 2016

Annual Public Grading of
Clinical Commissioning Groups (CCGs) equality work

What did people say at the latest EDS Event?

These are some of the things people said at the 2016 EDS annual public grading event:



CCGs should start planning for the 2017 EDS staff grading for equality, early in the previous year - in 2016. This next grading will focus on staff wellbeing. Also, how much they represent local people.



CCGs should influence Councils about an important local document called the JSNA, so that the needs of vulnerable groups are listened to and are better understood.



CCGs should also focus on the EDS progress made by their service provider partners to see how well they are doing and look closely at the evidence they have shown to the public. This means CCGs should be looking at their agreements with partners to make sure they are doing well in treating all people fairly and listening to their patient and carer needs. This information comes from patient and carer feedback received. This should lead to good examples of fairness in health care services for local patients, carers and for staff – from all parts of our communities.



CCGs should set up a Forum where local groups can help CCGs to make changes in health care services which are fair for all of our local communities.

What has EDS improved this year?



North Staffordshire CCG and Stoke-on-Trent CCG have introduced the following things:



There is a new Equality and Inclusion Strategy. It tells us about the plan to improve access to information and services and to make information easy for everyone to understand.

Three new equality goals were agreed after feedback from people who came to the EDS events in 2015 and in 2016.



A new Forum was set up in September 2016 where local groups of people who are not often heard, could give their views to CCGs and help to make services more inclusive.

This Forum is called Local Equality Advisory Forum (LEAF) and meets both CCGs every 6 weeks



CCGs have recently written a '**Fair Access Information**' document to make sure visitors and staff know how to contact their new shared office in Hanley, Stoke-on-Trent.



This includes pictures and can be found on both CCGs Contact Us webpages.



If you want to find out more about taking part in EDS or about LEAF please contact CCGs using our **Contact Us** webpage for how you might do this.