Addendum to the Annual Equality Report 2015/16

April 2016

The Annual Equality Report 2015-16 was presented to the Governing Body in January 2016. At that time the planned assessment of the Community Mental Health Recovery Service (CMHRS) against goals 1 (better health outcomes) and 2 (improved patient access and experience) had not yet been undertaken and would be included as an addendum.

Since then a table-top review of documentation provided by Surrey and Borders Partnership NHS Foundation Trust (SABP) was undertaken, alongside a constructive dialogue with service leads and service managers to interrogate the information provided. It is the latter approach which has provided the greater level of clarity on how the day-to-day delivery of services may be adjusted for people with protected characteristics, for example:

- where the teams are based;
- how accessible via different forms of transport;
- have staff members attended Gypsy, Roma and Traveller cultural awareness training;
- is there a hearing loop in consultation rooms;
- how do you access an interpreter in a timely manner (preferably not a family member)
- how do you inform patients & carers about the complaints process and how easy is it to do so.

This style of deep dive review has focussed on how a service adjusts operationally to the needs of different equality groups. Generally it was concluded that the two CMHRS teams are aware of different equality needs and can evidence how adjustments can be made to service delivery in response.

This assessment will be written up and included in the Report as an addendum; it is not proposed to undertake a formal grading process, but to develop this approach with the CCG’s PPE Group for a different service in 2016-17, convening a panel of patients and carers to meet with and take service leads and managers through a similar checklist.

Listening to service users forms an essential part of this process, and ensuring involvement of a diverse range of people with different equality characteristics is a priority to ensure there is continued focus on meeting the goals and objectives within the EDS2 Framework.