

Worcestershire Health and Care NHS Trust Equality Delivery System – Grading

Goal 1: Better health outcomes for all

Narrative: The NHS should achieve improvements in patient health, public health and public safety for all, based on comprehensive evidence of needs and results

No	Outcome	Grading
1.1	Services are commissioned, designed and procured to meet the health needs of local communities, promote well-being, and reduce health inequalities	Developing Amber
1.2	Individual patients' health needs are assessed, resulting services provided, in appropriate and effective ways	Developing Amber
1.3	Changes across services for individual patients are discussed with , and transitions are made smoothly	Undeveloped Red
1.4	The safety of patients is prioritised and assured. In particular, patients are free from abuse, harassment, bullying, violence from other patients and staff, with redress being open and fair to all	Developing Amber
1.5	Public health, vaccination and screening programmes reach and benefit all local communities and groups	Developing Amber

Goal 2: Improved patient access and experience

Narrative: The NHS should improve accessibility and information, and deliver the right services that are targeted, useful, useable and used in order to improve patient experience

No	Outcome	Grading
2.1	Patients, carers and communities can readily access services, and should not be denied access on unreasonable grounds	Developing Amber
2.2	Patients are informed and supported to be as involved as they wish to be in their diagnoses and decision about their care, and to exercise choice about treatment	Developing Amber
2.3	Patients and carers report positive experiences of their treatment and care outcomes and of being listened to and respected and of how their privacy and dignity is prioritised	Developing Amber
2.4	Patient's and carer's complaints about services, and subsequent claims for redress, should be handled respectfully and efficiently	Undeveloped Red

RAG Rating

Excellent – Purple, Achieving – Green, Developing – Amber, Undeveloped - Red

Goal 3: Empowered, engaged and well-supported staff

Narrative: The NHS should increase the diversity and quality of the working lives of the paid and non-paid workforce, supporting all staff to better respond to patients' and communities needs

No	Outcome	Grading
3.1	Recruitment and selection processes are fair, inclusive and transparent so that the workforce becomes as diverse as it can be within all	Developing Amber
3.2	Levels of pay and related terms and conditions are fairly determined for all posts, with staff doing equal work and work rated as of equal value being entitled to equal pay	Developing Amber
3.3	Through support, training, personal development and performance appraisal, staff are confident and competent to do their work, so that services are commissioned or provided appropriately	Developing Amber
3.4	Staff are free from abuse, harassment, bullying, violence from both patients and their relatives and colleagues, with redress being open and fair to all	Developing Amber
3.5	Flexible working options are made available to all staff, consistent with the needs of the service, and the way people lead their lives.	Developing Amber
3.6	The workforce is supported to remain healthy, with a focus on addressing major health and lifestyle issues that affect individual staff and the wider population	Developing Amber

Goal 4: Inclusive leadership at all levels

Narrative: NHS organisations should ensure that equality is everyone's business, and everyone is expected to take an active part, supported by the work of specialist leaders and champions

No	Outcome	Grading
4.1	Boards and senior leaders conduct and plan their business so that equality is advanced, and good relations fostered, within their organisations and beyond	Undeveloped Red
4.2	Middle managers and other line managers support and motivate their staff to work in culturally competent ways within a work environment free from discrimination	Undeveloped Red
4.3	The organisation uses the Competency Framework for Equality and Diversity Leadership to recruit, develop and support strategic leaders to advance equality outcomes	Undeveloped Red

RAG Rating:

Excellent – Purple, Achieving – Green, Developing – Amber, Undeveloped - Red