



Patient Equality Monitoring Project May 2006 Newsletter

Edition 8

Welcome to the monthly NHS Wales Patient Equality Monitoring Project newsletter. The Project seeks to develop the capacity of NHS Wales organisations to collect and use data on their patients' ethnic origin, gender, age, disability, religion, language and sexual orientation, to improve outcomes for all NHS Wales patients.

The newsletter is principally designed for NHS Wales staff, but available to all. Please feel free to pass it on to colleagues, or to use any part of it in your own briefings, intranets or newsletters.

HE'S AN INSPIRATION!

When it comes to attention to detail in equality monitoring, Jonathon Meredith of Gwent Healthcare NHS Trust is a role model for us all.

Back in October 2004 Data Quality Audit Jonathon, encouraged by his manager Jayne Griffiths, embarked on an extended ethnic monitoring pilot in a handful of outpatient clinics at the Royal Gwent Hospital. He worked hard to win the confidence of clinic staff, and early fears that the data collection process would take too much time were soon dispelled.

Jonathon personally trained outpatient staff, designed a monitoring form and patient leaflet, and even spent time sitting in clinics to observe patient flows and trouble-shoot any potential blockages.

Jonathon and Patient Liaison Manager Florinda Hall also identified themselves as the single point of contact for both staff and patients to discuss concerns over collecting ethnic origin data. Over the year they have had to deal with a grand total of three problems.

During 2005 the range of participating clinics grew to its current level of 25 clinics in the Trust area. Clinics send the data they have collected to Jonathon each week, and as of 3 May 2006 the Trust has gathered ethnic origin records for 76,731 patients. The next phase will be to bring Gwent's mental health and maternity services into the growing list of monitoring directorates.

You are an inspiration to us Jonathon - please keep it up!



THE DISABILITY EQUALITY DUTY - AND YOU

The new public sector Disability Equality Duty (DED) requires NHS Wales organisations to publish Disability Equality Schemes by 9 December 2006,

The DED has parallels with the race equality duty, but places a significantly stronger emphasis on involving disabled people. In the area of “Information Gathering”, this will give us an excellent opportunity to find out what kind of information disabled people across Wales want us to gather - to improve equality of outcome for all of our patients.

The Project team is collaborating closely with the Disability Rights Commission, and is co-ordinating workshops on Information Gathering at two regional conferences jointly arranged by the DRC and Centre for Equality and Human Rights (CEHR). The first took place in Aberavon on May 9, and the second will be in North Wales on 24 May.

The June newsletter will give feedback on the outcomes of the conferences. Any NHS organisation wishing to find out how the DED will affect them is welcome to contact Paul Keeping. He will be particularly pleased to help with queries about information gathering, or to pass other questions on to CEHR colleagues.

MORE TRUSTS INVOLVED

More Trusts are making good progress to mainstream the collection of patient ethnic origin information.

Bro Morgannwg and **Gwent** will both host planning meetings this month - involving senior staff from all directorates. In Bro Morgannwg the work is being jointly led by Deputy Chief Executive Shelagh Lloyd-Jones and Nursing Director Vicky Franklin. Associate Nursing Director Carole Shillabeer will be leading in Gwent.

Pembrokeshire and Derwen Trust set up a task and finish group in March – co-ordinated by Lisa Gostling, with the blessing of Director of Nursing Caroline Oakley. The Trust is hosting training in equality monitoring in June and July.

Powys LHB – the only LHB in Wales that directly provides secondary care services – has arranged for managers to attend an equality monitoring training session on May 26, to help them identify the further training needs of their staff.

North East Wales and **Conwy & Denbighshire** Trusts are also planning training for late May. Conwy and Denbighshire will use the session to include outpatient staff who missed training earlier in the year. N E Wales Trust is training ward sisters, who will cascade the training to nurses in community hospitals and an admission ward.

Carmarthenshire Trust is also making good progress – Midwifery services are now inputting ethnicity data onto the Trust’s “Myrddin” information system, and Outpatients are looking to train staff early this summer prior to a three-month pilot during the autumn.

HELLO CERI!

Welcome to Ceri Harris, who has recently joined Velindre NHS Trust as Diversity and Equality Manager. Ceri has previously done sterling work as Equality Officer with Cardiff Council, and will now be offering her skills to the health sector.

Ceri has already met Paul Keeping, and introduced him to Jo Coles, the Trust's non-exec director who leads on equality issues. The Trust's Diversity and Equality Group will be addressing how to mainstream collection of patient equality data in its diverse services, which span a range of clinical specialities across the whole of Wales.

ETHNIC MONITORING IN PRIMARY CARE

This year's General Medical Service (GMS) Contract breaks new ground in patient equality monitoring.

The first development is the creation of a point in the Quality and Outcomes Framework (QOF) for GP practices that collect ethnic origin data from 100% of patients registering to their practice during the year. Although annual patient turnover is relatively low (around 5% per year), this is a foundation for us to build on.

Three Directed Enhanced Services (DES) around disability have also been introduced on a Wales-only basis this year. These include:

- GP Practices will develop and maintain a register of patients on their list who are on the social services register for learning disabilities. These patients will receive an annual health check, and the details of this health check will be integrated into their patient record.
- Practices will produce a Practice Mental Illness Report which will build on the clinical information gathered by local mental health teams, and strengthen the patient's care programme
- A new Access DES will strengthen existing arrangements for meeting the access needs of disabled people in Primary Care. Practices will develop a nine point action plan, including processes and training to increase their to identify and meet those needs.

These DES are again important steps towards mainstreaming equality of care for disabled people in to help disabled people achieve fairer outcomes in NHS Wales Primary Care.

Further information about these DES is available from www.wales.nhs.uk/gms

Please feel free to get in touch!
We welcome your ideas, suggestions and other feedback!

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