

Equality Diversity & Inclusion

Healthwatch Commitment Updates

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In July last year we said

We want all of our colleagues across the Lewisham and Greenwich NHS Trust, as well our local communities, to get involved in this dialogue and support the ways in which we can try to redress historical and systemic imbalances – including how they affect us in our workplaces. The Board of Lewisham and Greenwich NHS Trust is fully committed to tackling health inequalities in our local communities and making our Trust an inclusive place for all our staff.

We committed to setting up a working group with our partners to tackle and reduce historical health inequalities so that together we could carry out more effective engagement activities and to reduce inequalities for accessing health services.

We also said we have listened to the feedback that staff have given us over some months and developed a comprehensive programme of work agreed with our staff colleagues. These programmes are intended to help us ensure that the Trust is a fully inclusive employer for all our colleagues. Our plans are ambitious and we know they will take concerted effort to be evidenced in outcomes.



Recruitment & Employee Relations

- Job evaluation processes reviewed with staff networks and staff side;
- New recruitment handbook & training
- 46 Equality Advocates with authority to stop recruitment process
- Transparent fair protocol for internal recruitment/acting up / secondment opportunities /temporary staff;
- Disciplinary checklist process with staff-side agreement before case can move forward
- Senior BAME managers to be included in decision process before a hearing can commence

Increasing Representation

- Accredited ILM coaching programme to grow internal coaching capacity and focus on coaching under-represented groups
- CV, interview preparation and coaching support for under-represented groups
- Career Development Series for BAME, early & late career

Speaking up

- New induction process - focusing on values, inclusion and speaking up
- 150 Wellbeing Champions and 30 of these trained in Mental Health First aid and facilitation skills;
- Leadership programmes for operational managers enhanced. A total of 141 staff on leadership and management apprenticeships

Equality & Diversity Inclusion Networks

- Launch of sunflower lanyards (invisible disabilities) - 5000 lanyards accessible to staff and patients
- Launch of disabilities network in May 2021
- Focused events to support and celebrate networks e.g. enhancing network governance and visibility, Equalities Staff Spot-light and Black History Month, LGBT history month; and Launch of Women's network on international day; campaign for Mental Health Awareness ongoing communications around key faith events over the year and bereavement practices

Senior Leaders and EDI

- Updates at Workforce and Education committee every 4 months
- Reverse mentoring cohort 1 underway with 32 mentors, Cohort 2 planned for May
- Designated Exec sponsor for each of the staff networks
- All executives with equality objectives ; Developing WRES expertise within the Trust



Health Inequalities

- A health inequalities working group, chaired by the Chief Executive, and with representatives from Healthwatch and other partners, has been set up.
- Areas of focus:

Identify and act on differential outcomes

- Undertake a series of reviews on outcomes to identify differences eg Covid, maternity
- Follow up action plans to be developed with engagement from relevant patient groups and implemented

Analyse waiting lists to identify any inequalities

- Waiting list analysis currently underway (through pop health programme) to identify whether there are differences related to race, age, gender or deprivation.
- If inequalities are found, further work (including engaging with relevant community groups) will be undertaken to identify issues and plan interventions

Population Health programme

- Programme underway in Lewisham with work focussed on identifying areas of missed care, or patients whose long term conditions could be better managed – often linked with inequalities
- Eg a GP practice used this approach to find and follow-up patients with undiagnosed diabetes.
- We will apply learning from this programme to other boroughs

Focus on prevention and LTC management to improve outcomes

- Considering what role we can play in prevention work – to be developed

Develop Trust as an Anchor Institution

- Include social value measures in procurement – currently being piloted
- Support local people through offering employment opportunities, training, apprenticeships etc – through workforce workstream
- Improve our carbon footprint and impact on air quality



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every day

How to get involved

There are many ways for people to get involved in our services:

- Taking part in surveys and feedback channels e.g. focus groups, 'Whose shoes' events
- Commenting on Trust strategic plans e.g. Quality Account Priorities, Trust Objectives
- Joining the Virtual Patient Information Reading Group (ensure quality and readability of Trust information)
- Volunteering (roles include mealtime support, Dementia support, property hubs)
- Local patient groups e.g. Maternity Voices, Diabetes support group for young people
- Patient User Groups at either UHL or QEH - these are patient led groups who are a critical friend of the Trust
- Lay representatives – the Trust is working towards have a lay representative on all committees and working groups
- QI projects – Involved in improvement programmes across the Trust

If anyone is interested in getting more involved, they can contact the Patient Experience Team on lg.PatientexperienceLGT@nhs.net



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