

Addressing racism and inequalities – our progress in 2020-21

New values and behaviours focus on fairness and inclusion
'we're fair'

5 Greenwich managers trained on Cultural Intelligence

All interview panels to include Black, Asian or Minority Ethnic panelists

33% of the Board are Black, Asian or Minority Ethnic

A film about microaggressions and micro kindnesses

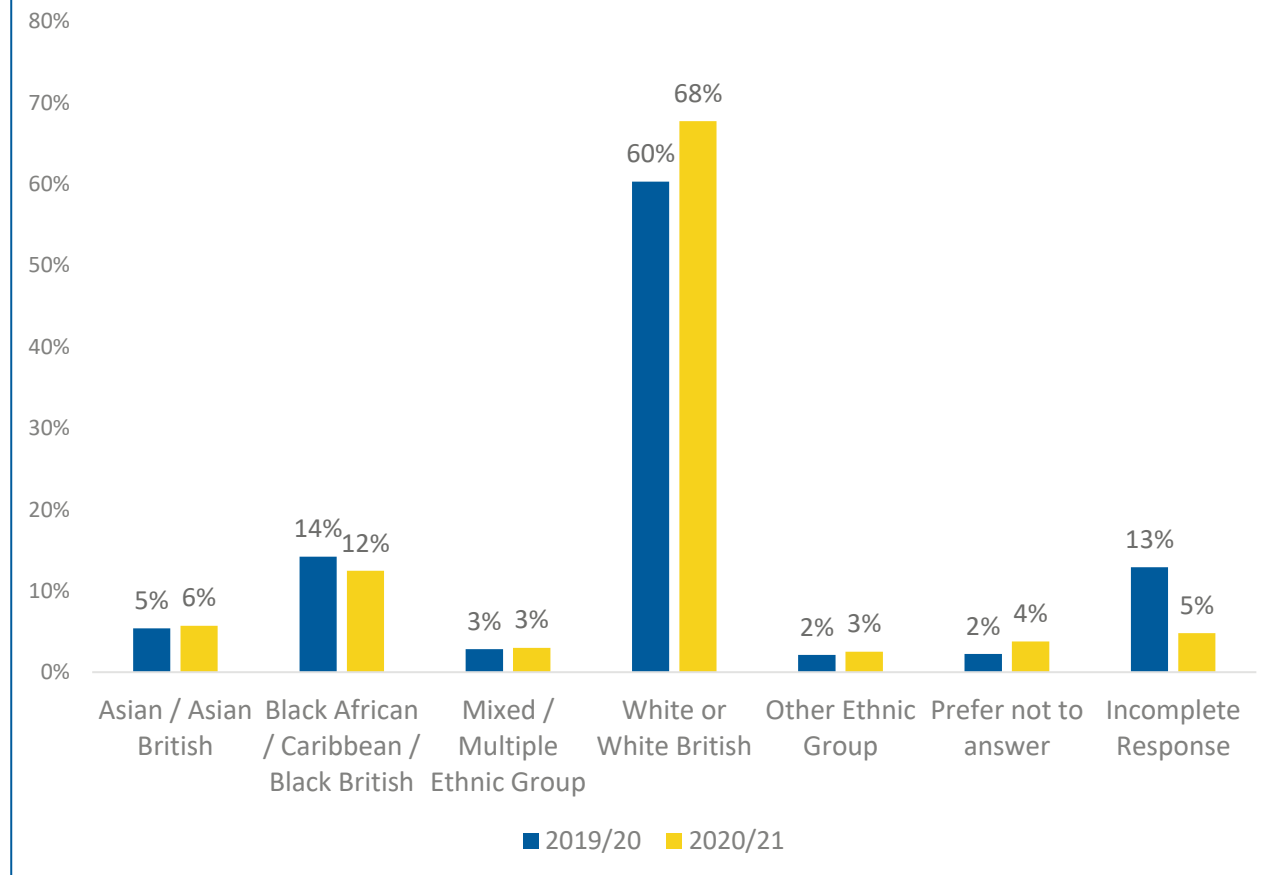
'In Each Other's Shoes'

15 online well-being sessions hosted by senior leaders for Black, Asian and Minority Ethnic staff

Patient Experience Feedback Surveys by Ethnicity



Percentage of Responses by Ethnicity to Patient Experience Feedback Surveys



We need our patient experience data to be more representative of local populations and it needs to be better used to inform service design.

We need to reach out to communities who are seldom heard, including those who are more deprived or vulnerable and listen to their experiences.

What next?



- Our strategy for 2021-2024 has three main priorities, based on extensive public and staff engagement in late 2019 to early 2020:
 1. Achieving zero delays
 2. Delivering great out-of-hospital care
 3. Making Oxleas a great place to work
- We will achieve great out-of-hospital care by co-designing our services with those who use our services and their loved ones. We will also need to work in close partnership with local GPs, the voluntary sector and our local providers.
- Our vision is for a “nothing about us without us” approach to the delivery of patient care.
- To achieve this, we will create new resources and infrastructure to support involvement, including:
 - A dedicated lead for involvement to increase the opportunities available
 - An “Involved” steering group comprising governors*, Quality Improvement lead, Service managers, leads for the Lived Experience Programme, volunteering, membership and family and carer leads and key external partners, including the voluntary sector.