

12. NHS Lanarkshire Equality Outcomes 2021 – 2025

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 stipulated that all Health Boards across NHS Scotland were required to develop and publish a set of equality outcomes to further one or more of the three needs of the Public Sector Equality Duty (PSED). The purpose of the specific duties in Scotland is to help public bodies, such as NHS Lanarkshire, in their performance of the PSED.

NHS Lanarkshire have initially developed and will publish the following two Equality Outcomes for 2021-25. As part of development of NHS Lanarkshires Equality Strategy 2021-25 further Equality Outcomes will be developed and be published, to compliment EHRC reporting cycle, in 2023.

Equality Outcome 1:

Near Me: To provide an alternative method of patient care that increases the ease of access for all patients in Lanarkshire.

If working in partnership outline which organisation this outcome is for.

NHS	<input checked="" type="checkbox"/>	Local Authority	<input type="checkbox"/>	H&SC Partnership	<input checked="" type="checkbox"/>
Third Sector	<input type="checkbox"/>	College / University	<input type="checkbox"/>	Other	<input type="checkbox"/>

Please state:

The aspects of the General Duty met:

- Eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct;
- Advance Equality between people who share a protected characteristic and those who do not;

Protected Characteristic covered: Race, Disability, Age

Context and Evidence:

Near Me is a secure online video link for patients and carers to have the option, where possible, of virtual appointments with NHS Lanarkshire clinicians

Increase the volume of remote clinical consultations via video call technology - Near Me*. The use of Near Me service is to support a move from face-to-face or domiciliary appointments for the majority of the appointments for the specialist nursing and dietetic services and an increase in the use of this technology for the specialist podiatry service.

The future planning of healthcare requires to meet the changing demands of healthcare provision and the expectation of the patients who we serve. Digital healthcare provides continued delivery of services which has been key in 2020 during the coronavirus pandemic. Many services undertook massive changes in how they met the needs of their patients and carers. During the coronavirus pandemic services were unable to provide face to face consultations, however with the use of digital technology they were able to provide virtual face to face consultations using Near Me.

In February 2020 there were approximately 75 consultations using the digital video consulting platform - Near Me and by end of Jan 2021 76, 551 virtual consultations have taken place. Near Me has been used across Primary, Secondary, Mental Health, Social Work and Third Sector organisations to sustain care and support to patients.

Future provision needs to continue to further develop and meet the diverse needs of our population. Key areas of development will be;

- to support people to develop digital skills and
- access to digital devices and data packages, linking with programmes such as Connecting Scotland.

Currently the national information leaflet is available in 10 languages additional to English with another 15 in pipeline. Further development is taking place for larger font version. the Near Me platform has proven success on Video interpreting services to support consultations. This allows parties to overcome geographical or language barriers.

Why are you setting this outcome?

- Improve patient experience of virtual consultations and increase access to all without discriminations
- To implement the option of Near Me where clinically appropriate for patients requiring outpatient or community care in NHS Lanarkshire.
- To provide an alternative method of patient care that increases the ease of access for patients with communication support requirements
- Provide opportunities for provision of community language interpretation via Near Me and increase in the number of digital face to face consultations using interpretation support
- Raise awareness and increase the provision of British Sign Language (BSL) interpretation and increase in the number of digital face to face consultations using interpretation support
- To ensure that patients are not negatively impacted by this altered approach to out-patient/community care.
- To provide information and support to patients, clinicians and services on the use of Near Me in a range of formats
- Work with the Connecting Scotland Programme to support the most vulnerable people to get online. To identify any specific groups or individuals who may have difficulty accessing video call technology and arrange support if required.

- Ensure arrangements in place for patients where it would not be appropriate for remote clinical consultations due to other factors, including disability or other life circumstances.
- Ensuring patient safety and delivering a service fit for the demands of modern life

Measures/Indicators:

- Increase the number of consultations undertaken using Near Me
- Increased usage of interpretation support
- Expand the library of translated leaflets
- Spread the number of services that offer Near Me
- Maximise patient experience by reducing the need to travel
- Develop links with the Connecting Scotland Programme in both North and South Lanarkshire to ensure use of Near me is supported among recipients and signposting for additional funding opportunities.

Lead Area:

- Technology Enabled Care Team

Link to Local and National Priorities:

- National Objectives – Equality Impact Assessment
- National Objectives – Scotland’s Digital Health and Care Strategy
- NHS Lanarkshire -Digital Health Care Strategy

Quantitative and qualitative data, research, consultations, focus groups and analysis:

- <https://www.nhslanarkshire.scot.nhs.uk/services/nearme/>
- National evaluation by Professor Trisha Greenhalgh currently underway
 - https://bmjleader.bmj.com/content/early/2020/05/17/leader-2020-000262?utm_term=consumer&utm_content=012020&utm_campaign=usage&utm_medium=cpc&utm_source=trendmd
- <https://bigplife.com/2020/03/18/video-consultations-guide-for-practice/>
- Also Near Me Vision and other documents: -
 - <https://tec.scot/covid-19-video-enabled-services/>
 - <https://tec.scot/digital-health-and-care-in-scotland/video-enabled-health-and-care>
- <https://www.gov.scot/publications/evaluation-attend-anywhere-near-video-consulting-service-scotland-2019-20-main-report/>
- <https://www.gov.scot/publications/near-video-consulting-programme-national-equality-mpact-assessment/>

Equality Outcome 2: Staff Equality Networks
To provide a safe and supportive environment for staff to discuss issues relating to a particular protected characteristic.

If working in partnership outline which organisation this outcome is for.

NHS **Local Authority** **H&SC Partnership**

Third Sector **College / University** **Other**

Please state:

The aspects of the General Duty met:

- Eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct;
- Advance Equality between people who share a protected characteristic and those who do not; and
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it

Protected Characteristics covered: Race, Disability, Sexual Orientation and Gender Reassignment

Context

People with certain protected characteristics face discrimination both in employment and the wider environment due to their protected characteristics. Whilst they will face discrimination due to this, they are often acerbated due to intersection of these characteristics. This has been brought to the forefront as a result of Covid where some groups are disproportionately impacted more than others.

Employee network groups can transform the experiences of employees representing different and specific groups from diverse communities.

The networks can provide peer-to-peer support to their members, create a sense of belonging that may not exist elsewhere in the organisation, raise awareness of equality inclusion but importantly be a critical friend to the employer in order to create a more inclusive environment. This latter is extremely important for organisations and can help to dismantle systemic and structural barriers that have hindered employee development, progression and retention in the organisation.

Benefits of Establishing Staff Diversity Networks

Staff Diversity Networks are a powerful resource to build about what matters most. This is true for both network members and management, as the basis upon which staff diversity networks are created, is to deliver shared understanding. Staff diversity networks staff members these their networks, have the opportunity to work with management to inform key decision, policies and practices.

Staff diversity networks can also be seen as 'employee resource groups' that would support;

- Peer group support
- Organisational change to address inequalities
- Networking, advice and support in a safe environment
- advance employees with similar social identities

Staff diversity networks are useful to engage staff and management around particular issues that face a body of diverse employees.

- Networks can help filter areas that require consideration, reflection or strategic developments within the workplace
- Matters relating to recruitment, management styles, promotion and development of anything the network thinks need addressing
- Staff diversity networks can be useful to understand the viewpoints of staff groups that are underrepresented, to develop processes for inclusion
- In developing staff engagement helping to contribute to the development of the whole organisation diversity and inclusion agenda/development

Why are we setting this outcome?

- Supporting staff from protected characteristic groups in addressing experiences of discrimination based on a protected characteristic.
- Supporting staff by providing a safe and open environment to raise issues or concerns, whilst offering opportunities for peer support and networking.
- Supporting the organisation in identifying issues around discrimination within our workforce.
- The network can be a forum to offer input to organisational policies and procedures to reduce discriminatory practice and inequalities.
- Supporting institutional and organisational change both at local board level as well as national level.
- The forum can support members of professional bodies to raise nationally issues being experienced, for example, BMA, NMC and other professional bodies.
- The forum could be used as a mechanism to promote the NHS as an inclusive and equitable employer to work for.

Measures/Indicators:

- Establishment of a BAME employee network
- Establishment of a Disability employee network
- Establishment of a LGBT+ employee network
- Links with national networks to allow pan-Scotland sharing of good practice and learning

Lead Area: Human Resources Directorate

Link to Local and National Priorities:

- Letter from John Connaghan, Interim Chief Executive, NHS Scotland, 23 June 2020
- Letter from Gillian Russell, Director – Health Workforce, Leadership & Service Reform Directorate, 13 July 2020
- Corporate Values – caring, safe and respectful

Evidence:

Disability:

1. Robson, Linda., Patel, Mona. and Nicholson, Jacquie. National Association of Disabled Staff Networks (NADSN) – “Our Stories: Experiences from our Disabled Staff Networks across the UK”. The Journal of Inclusive Practice in further and higher education. 2016 (7) pp. 28–33.
2. Williams, N. and Yarker, J. The Power of Staff Networks: A literature review of the evidence. Affinity Health at Work. 2017.

Race:

- Race in the workplace: The McGregor-Smith review: <https://www.gov.uk/government/publications/race-at-work-2018-mcgregor-smith-review-one-year-on>
- A Model Employer: Increasing black and minority ethnic representation at senior levels across the NHS: <https://www.england.nhs.uk/wp-content/uploads/2019/01/wres-leadership-strategy.pdf>
- Identifying and Removing Barriers to Talented BAME Staff Progression in the Civil Service: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/417250/Ethnic Dimension Blockages to Talented BAME staff Progression in the Civil Service Final 16.12.14_1_.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/417250/Ethnic_Dimension_Blockages_to_Talented_BAME_staff_Progression_in_the_Civil_Service_Final_16.12.14_1_.pdf)
- The “snowy white peaks” of the NHS: a survey of discrimination in governance and leadership and the potential impact on patient care in London and England. <http://eprints.mdx.ac.uk/13201/1/The%20snowy%20white%20peaks%20of%20the%20NHS%20final%20docx%20pdf%20%283%29.pdf>

- How to set up an ERG for black and ethnic minority employees CPD UK
<https://www.cipd.co.uk/knowledge/fundamentals/reasons/diversity/employee-resource-group-black-ethnic-minorities>
- Covid-19: the risk to BAME doctors: We have seen disproportionate numbers of BAME doctors and other healthcare workers die from COVID-19.
<https://www.bma.org.uk/advice-and-support/covid-19/your-health/covid-19-the-risk-to-bame-doctors>

LGBT+:

- Setting Up An LGBT Employee Network Group – Stonewall
https://www.stonewall.org.uk/system/files/setting_up_an_lgbt_employee_network_group.pdf
- <https://www.emerald.com/insight/content/doi/10.1108/02610151211223049/full/html>