

Bristol Community Health Equality & Diversity Statement (EDS2) review by Healthwatch Bristol

24 July 2018



Present:

Rosa Hui – Avon and Bristol Chinese Women’s Group (Healthwatch Bristol Volunteer)

Christine Eden – Healthwatch South Glos Volunteer

Suaad Walker – Healthwatch Bristol Volunteer



Olivia Plenty – Healthwatch Bristol Administration and Information Assistant

Dan Hull – Volunteer Support Officer Healthwatch Bristol

Sarah Ambe – Healthwatch Bristol Manager

Introduction

Fiona Spence, who is the Equality and Diversity Lead for Bristol Community Health (BCH) hosted a meeting with Healthwatch Bristol and its volunteers and staff to review the steps of improvement on their equality and diversity statement they have taken to improve it within the people they care and support across the city of Bristol.

Bristol Community Health use EMIS which is their equality data collection tool.

Bristol Community Health are currently establishing a data system for their prison services to make sure that the same care is given to all patients they engage with.

Workstream Presentations

The Accessible Information Standard has been a real focus around access and inclusion and a part of that work was addressing some of their needs of their patients and recognised what improvements they can make showcased here;

<https://www.youtube.com/watch?v=28j6Ojhceww>

Healthwatch Bristol were pleased to hear that responses to the question ‘Would you recommend this service to family and friends?’ was very high.

Healthwatch was also pleased to hear that Bristol Community Health are just about to begin free health checks in the Bear Pit for local people who may be affected by homelessness.

We were informed about some of the fantastic work BCH are doing around Disabilities and BAME but feel more needs to be done around BAME inclusion.

Healthwatch were delighted to hear all staff will undergo training with The Diversity Trust around LGBTQ+ awareness.

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Healthwatch Bristol were given a host of presentations by a wide variety of staff from Bristol Community Health.

Petula Williams, Megan Fahey and Amanda spoke to Healthwatch around Urgent Care and accessible information.

Healthwatch were informed there had been an emphasis on using patient feedback to improve the Urgent Care Service and that was evidenced by the improvement of patients recommending this service to friend and family in 2016/17 of 89.7% to 94.6% in 2017/18.

Healthwatch were informed all staff were fully trained in safeguarding to identify issues at first point of contact.



Amanda - BCH Volunteer spoke about some of the fantastic projects she had been involved with around turning information into easy read for patients to make their information more accessible to patients. "Through this work I felt welcomed, and valued as part of the team here at Bristol Community Health".

Bristol Community Health informed Healthwatch that they have good resources around the Accessible Information Standard (AIS) but not enough around autism and that is an area they are looking to improve.

Healthwatch Bristol suspects that in some areas Bristol community Health's EDS2 indicators could be upgraded from Achieving to Excellent, although Healthwatch Bristol found it hard to locate the data that proved this. Healthwatch Bristol recommends next year if the Quality Account report is written with the EDS2 and its categories in mind, as well as the previous year's recommendations, it would be easier.

BCH has a large data performance and analysis team, and therefore specific requests to obtain data about both our patient groups and staff profile details are possible. See Annual Report which is published each year for current progress and plans of action.

Greater examples of how BCH will learn from the experience of both staff and patient communities could be explored over the year.

This is evidenced by the Equality and diversity coordinator had much of the data but had not had time (understandably in view of the size and complexity of the task!) to anonymise it, confirms the enormity of the task.

Healthwatch Bristol was pleased there is much more data relating to the 9 protected characteristics than there was in the previous year's report.

24 July 2018

Equally frustrating it was hard to determine, on the data in the report, the extent to which some of last year's recommendations had actually been achieved. Bearing these factors in mind, our grading is:

1.1/1.2 Achieving

1.3/1.4/1.5 Developing/Achieving Healthwatch Bristol commented that we were aware that (for NBT) recording a serious incident on the organisation's official record was only triggered by a complaint!

2.1 Excelling/Achieving

2.2 Excelling

2.3 Achieving/Excelling depending on the result of the Enter and View to a service with lower Friends and Family results or a CQC action plan 2.4 Achieving

3.1/3.2/3.3/3.4/3.5/3.6 Achieving (was the 9 day fortnight introduced?)

4.1/4.2/4.3 Achieving

Despite good feeling that there has been substantial improvement since the previous EDS2, the lack of data in some areas, together with the difficulty of cross-referencing documents in different formats (particularly if they do not always relate to the recommendations of the previous EDS2 report) means Healthwatch Bristol feel that BCH can easily be awarded an overall grade of Achieving. We feel that, despite much excellent work, they have not yet been able to provide sufficient data to support an overall grade of Excellent.

We also liked hearing about the work of specialist TB nurse, Ruth Cornish who spoke about her work with 70% non-UK born people who have symptoms of tuberculosis.

Healthwatch asked if they would give more details, present the information at an advisory group about this work, as well as have a case study?

HWB welcomed the work of the diabetic retinopathy team and how this is rolled out across more "seldom heard" or harder to reach, often BAME communities. For example there are 45K diabetes sufferers across BNSSG. 33 Clinics held per week, this is something that Healthwatch will take up with the BAME groups we work with. HWB thanked the BCH Diabetes team for raising this. FS to ensure that the diabetes team are put in touch with Healthwatch to help flag up some community groups to help awareness raising.

As a result of all the above, Healthwatch were please to award Bristol Community Health the level of **Achieving** as part of the EDS2 process. We were very grateful to Fiona Spence and the team at Bristol Community Health for their warm welcome and hospitality to the staff and volunteers from Healthwatch Bristol.

