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NHS Equality Delivery System 2024 EDS Reporting Template

Version 1, 15 August 2022

Contents

Equality Delivery System for the NHS.....	2
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Equality Delivery System for the NHS

The EDS Reporting Template

Implementation of the Equality Delivery System (EDS) is a requirement on both NHS commissioners and NHS providers. Organisations are encouraged to follow the implementation of EDS in accordance EDS guidance documents. The documents can be found at: www.england.nhs.uk/about/equality/equality-hub/patient-equalities-programme/equality-frameworks-and-information-standards/eds/

The EDS is an improvement tool for patients, staff and leaders of the NHS. It supports NHS organisations in England - in active conversations with patients, public, staff, staff networks, community groups and trade unions - to review and develop their approach in addressing health inequalities through three domains: Services, Workforce and Leadership. It is driven by data, evidence, engagement and insight.

The EDS Report is a template which is designed to give an overview of the organisation's most recent EDS implementation and grade. Once completed, the report should be submitted via england.eandhi@nhs.net and published on the organisation's website.

NHS Equality Delivery System (EDS)

Name of Organisation	The Princess Alexandra Hospital NHS Trust (PAHT)	Organisation Board Sponsor/Lead		
		Giovanna Leeks – Chief People Officer		
Name of Integrated Care System	Herts & West Essex ICS			

EDS Lead	Arleen Brown	At what level has this been completed?		
			*List organisations	
EDS engagement date(s)	18.11.24 & 27.11.24	Individual organisation	PAHT	
		Partnership* (two or more organisations)	The Patient Panel	
		Integrated Care System-wide*	HWE ICS	

Date completed	November/ December 2024	Month and year published	February 2024
Date authorised		Revision date	

Completed actions from previous year	
Action/activity	Related equality objectives
<p>Older people's care</p> <p>Inpatient areas improvement programme</p> <p>Task and Finish Group in place. Evidence of improvement over one year, with 19 questions rated the same or improved vs the national average. Improvements in privacy, dignity and being asked to give views on quality. Continuing work on admission, discharge and transfer issues. Task and Finish group chaired by Chief Nurse which has led to:</p> <ul style="list-style-type: none"> • The development of a Quality First discharge improvements programme • Noise at night project now in place, patients handed eye masks and ear plugs on arrival, noise measurement machines in place on pilot wards and to be extended to every ward. • A communication training project called "SAGE and THYME". Led by ADPE and now six other trainers. Over 1000 nursing, midwifery and AHP staff trained and now a pilot being launched with international medical graduates. • A Kingsmoor Focus Pilot being implemented where we are testing new ways of communicating about discharge processes. Some evidence of improvement. • HealthWatch Essex research completed in partnership on discharge coordination – actions with TOCT and Patient Experience. 	
<p>Urgent care</p> <ul style="list-style-type: none"> • Rare disease pathways being developed and refined, the team began with Sickle cell disease awareness project launched in partnership with an SCD patient who is also a staff member. Outcomes to be tracked through new Alex Health EHR systems. 	

<p>National urgent care survey – Evidence of improvements compared to other organisations within the 55 organisations of the Picker cohort on a number of indicators, including:</p> <ul style="list-style-type: none"> • Feeling safe while around other patients in ED 94% versus 90%. • Able to get help with your condition or symptoms from a member of staff up from 41% to 51%. • Spent under 12 hours in A&E up from 70% to 76% • Had confidence and trust in the doctors and nurses up from 90% to 93% • Enough privacy when being examined or treated up from 93% to 96% • Able to get food and drink while in A&E up from 67% to 80% 	
<p>Palliative care</p> <p>Butterfly volunteer service expansion The Butterfly coordinator created a proposal to set up a new team of Palliative care volunteers, this has now transferred to the Chaplaincy Team.</p> <p>End of Life Clinical Strategy Palliative and end of life care teams have developed an end of life strategy and put together action plans for it. This will be launched in the coming months.</p> <p>Gold Standard Framework PAH has launched the Gold Standard Framework with a number of wards, three new wards started recently OPAL, Kingsmoor and Locke ward.</p> <p>RESPECT Document PAH have launched the RESPECT document and associated training through the new Alex Health EHR system.</p> <p>Carer support group</p>	

There are 5.8 million unpaid carers in the UK, PAH has signed a new agreement with Action for Family Carers to provide on site support from the voluntary sector group, working with palliative care carers and unpaid carers.

Establishment of the ILD group

This remains in place and continues to develop with the group meeting at St Clare Hospice and receiving presentations from local voluntary sector groups and the patient experience team.

EDS Rating and Score Card

Please refer to the Rating and Score Card supporting guidance document before you start to score. The Rating and Score Card supporting guidance document has a full explanation of the new rating procedure, and can assist you and those you are engaging with to ensure rating is done correctly

Score each outcome. Add the scores of all outcomes together. This will provide you with your overall score, or your EDS Organisation Rating. Ratings in accordance to scores are below

Undeveloped activity – organisations score out of 0 for each outcome	Those who score under 8 , adding all outcome scores in all domains, are rated Undeveloped
Developing activity – organisations score out of 1 for each outcome	Those who score between 8 and 21 , adding all outcome scores in all domains, are rated Developing
Achieving activity – organisations score out of 2 for each outcome	Those who score between 22 and 32 , adding all outcome scores in all domains, are rated Achieving
Excelling activity – organisations score out of 3 for each outcome	Those who score 33 , adding all outcome scores in all domains, are rated Excelling

Domain 1(a): Commissioned or provided services: Paediatrics

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<i>Domain 1: Commissioned or provided services</i>	1A: Patients (service users) have required levels of access to the service	<p>The Hospital provides services for children and young people to a local population, predominantly from West Essex and Hertfordshire. Children and young people services include an inpatient children's ward where we see over 3000 patients per year, an emergency department which sees over 2,500 children per year, and smaller numbers in a neonatal unit, an ambulatory unit, a day surgery service, and a children's outpatient department. A neonatal community team provided care to infants in homes across West Essex.</p> <p>A paediatric diabetes team run outpatient clinics, supporting children and young people with diabetes management and transition. Children and young people services are mainly provided from Princess Alexandra Hospital.</p> <p>The most recent CQC rating for children and young people's services was good overall with outstanding for caring in when last inspected in 2019.</p> <p>Examples of the work we do to enable access and shape services: NICU: We recognise parents are often experiencing significant stresses when visiting the unit and so parking is free for Parents of babies on the neonatal unit.</p> <p>Siblings are also welcome to spend as much time with the baby as possible, within a two visitor at a time policy.</p> <p>Diabetes service:</p>	2	

		<p>We work closely with families from the moment of diagnosis onwards and will be there to give continued advice and support. A specialist nurse is available to provide advice where parents or children are concerned outside of appointments.</p> <p>Children and young people shaping services Visit 7 June 2024</p> <p>Children from a local school visited the hospital to see how the environment operates and see what happens in various settings and reduce fear and worry about hospital environments. There were walk arounds in phlebotomy, pharmacy, our children's emergency department, and they got to explore an ambulance.</p> <p>Staff presented in their different roles, explaining to the children what happens when they come in the hospital. It was very well received and great to hear from the group about their experiences of hospital and they had lots of questions for us too.</p> <p>It gave us a chance to talk to them about treatments, and use role play and talk about our jobs as healthcare professionals. One of the teacher's wrote back:</p> <p>"It was such an inspirational trip which the pupils enjoyed thoroughly and are still buzzing about it. The staff were so welcoming to the school, engaged brilliantly with the pupils and we are so grateful for them for giving up their time to meet with them, talk to them and answer their questions.</p> <p>As an ex social worker and one of the safeguarding officers for the school, I was totally aware of complexities a trip like this may cause, but the day was so well planned and organised from all parties, that it went smoothly as envisioned. The most important thing is that 30 pupils have been inspired by the staff they saw and thoroughly enjoyed the day."</p> <p>New menu developed following feedback for children and young people through November 2024</p>		
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As a result of this engagement, a survey was developed to reach out to children, young people and adults to support a better hospital menu for this group.

Hundreds of responses came in and are being taken into account in the development of a new menu, suited to our community, based on the latest feedback.

Menu choices for children and young people - share your thoughts



We are looking to introduce a new menu that caters for our younger patients.



Your views are important to help shape the new menu choices for children and young people.

Please complete the short survey by scanning the QR code (below) with your smartphone camera.




The survey will close on **27 October 2024.**

New Hospital Programme - children's services engagement workshop

In September 2023, the programme team held several patient and public workshops to ensure those who use our hospitals are at the heart of the decisions being made.

		<p>Key questions covered included:</p> <ul style="list-style-type: none"> • Using NHS children's services • Having to stay at the hospital to be with a sick child • Multiple visits to hospital for a child or adolescent chronic condition <p>The workshop supported work on the design of the new hospitals.</p> <p>Tops and Pants Feedback is obtained from children using the "tops and pants" method. This is currently displayed outside of Dolphin ward for parents and visitors to view. This is awaiting role out in Children's ED.</p> <p>Feedback from parents on Dolphin is obtained through paper monkey survey's that is given to parents to complete if they wish for each child's admission. The responses are then displayed on a board on Dolphin.</p> <p>We are exploring options of how we continue to receive feedback from our families across all areas where children are seen for example our day stay unit, our children's outpatients and other outpatients (ENT, ophthalmology, fracture) and using this for reflection and improvements where needed and recognising great work by teams and individuals.</p> <p>Example:</p>		
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	<p>1B: Individual patients (service users) health needs are met</p>	<p>Children with additional needs report positive experience regarding needs being met in November 2024 from:</p> <p>PALS services: “My daughter was seen promptly by amazing doctors and we were both looked after by the nurses, I couldn't have asked for more, my daughter has lots of comorbidities so we are often at a hospital for one reason or another and I feel I'm in the very unusual position of being able to judge different hospitals and there service due to our experience of them - and my feedback would be thank you so much for making a stressful situation seem easy”</p> <p>“Receptionist, nurses from the night shift Saturday (24/08/2024) morning and the nurses from days was amazing, kind, nicely looking after our special needs girl. Doctors from both shifts was amazing too, very nice communication in between those shifts and excellent patient care.”</p> <p>The Friends and Family test: “My daughter's needs were fully dealt with” (34141)</p>	2	

		<p>"Our son received the exact care he needed and the staff were all friendly, professional and reassuring." (33909)</p> <p>"The staff on Dolphin Ward and children's A&E were amazing. Nothing was too much and they always kept us informed on what was happening next. We felt very safe and trusted the professionals" (33898)</p> <p>"I was on dolphin ward with my daughter and the nurses were amazing" (33845)</p> <p>"Nursing and treating my child were excellent, doctors were very supportive, listening to any concerns over my child's condition and ready to act the quickest possible way." (22421)</p>		
	1C: When patients (service users) use the service, they are free from harm	<p>Incidents data 2024 491 records</p> <p>Complaint data 2024 9 received</p> <p>PALS data 2024 92 received</p> <p>Detail re complaints reporting E.g. One area of children's services, Dolphin Ward (Paediatric inpatients) has received 7 complaints in 4 years and remained outside Special Cause Variation since August 2021.</p> <p>Example of the Neonatal Unit Within the neonatal unit feedback from parents is asked for towards the end of their stay usually following their parent craft sessions and before discharge home.</p> <p>We expect this feedback to tell not only the good things but also suggestions for improvement and special mentions of our staff</p> <p>This information is collated and shared with staff, included as part of the governance meeting and used to update the "You said, we did " board displayed in the neonatal unit.</p>	2	

	1D: Patients (service users) report positive experiences of the service	<p>Compliments data free text (Examples below) Total of 73 compliments available.</p> <p>“Parents feel they have well supported in their NICU journey. Commented, “All the staff has been wonderful”.</p> <p>“Massive thank you to all the staff. You are all truly wonderful. The staff were fantastic, very kind and supportive. I was assisted by the lovely staff during every contact with the baby. They helped with breastfeeding, cuddles, skin-to -skin etc. The feeding room is fantastic. All of the faculties you offer are wonderful. The staff were very kind to my husband and I at a difficult process. Forever grateful for the care we received.”</p> <p>“Parents were well supported in Nicu, encouraged for skin to skin and involved in cares of their baby. Commented, “All of them were amazing”.</p> <p>“Baby repatriated from Rosie, had a good experience and said, “Thank you”.</p> <p>“Staff seemed nice and quick at dealing things. There was this lovely lady that came to check my babies temperature every 30 mins in child department when we go moved to none urgent care room , she was very nice and caring forgot her name , she gave me sandwich and water as I was breastfeeding and very tired which was very nice of her as I couldn't leave my baby by her self , the staff hold the door for us to leave the hospital and she has gave me reassurance to come back if the baby wasn't well , very nice lady she made us feel like we wasn't in hospital , she was nice with kids opening them music and knows how to talk to children . I would like to say big thank you to her. The ambulance crew was lovely and very helpful.”</p>	3	

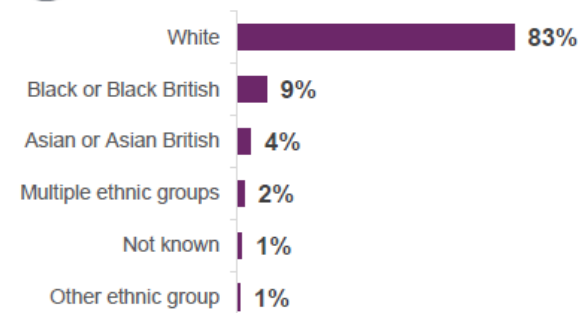
		<p>"My daughter was seen promptly by amazing doctors and we were both looked after by the nurses, I couldn't have asked for more, my daughter has lots of comorbidities so we are often at a hospital for one reason or another and I feel I'm in the very unusual position of being able to judge different hospitals and there service due to our experience of them - and my feedback would be thank you so much for making a stressful situation seem easy."</p> <p>"Seen quickly by really lovely doctors. They were clear, caring and empathetic and were very thorough with their questioning and I felt really listened to."</p> <p>"Was very smooth and efficient, Doctor was excellent. Totally thorough and did all the things I would want her to do and more."</p> <p>"The paediatrics in children emergency were absolutely amazing. Dr Christopher was incredible with out daughter as she had her first hospital experience and had to have first blood tests too."</p> <p>"Everyone who I dealt with yesterday from the receptionist, the lady cleaning the waiting room, the porters and of course the nurses and doctors were so helpful, kind and friendly both to me and my little boy."</p> <p>"Excellent doctor. Very good with children. Not just my child but what I observed from other patients."</p> <p>FFT data at 72.65% over the year.</p>		
Domain 1: Commissioned or provided services overall rating			2	

Domain 1(b): Commissioned or provided services: Maternity

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
Domain 1: Commissioned or provided services	1A: Patients (service users) have required levels of access to the service	<p>Key areas of work</p> <ul style="list-style-type: none"> ▪ Demographic data and social media data ▪ National maternity survey showing improvement ▪ Evidence from staffing data that funded establishment met a midwife to birth ration of 1:23 (usually 1:26 to 1:34) ▪ MBRRACE awareness sessions ongoing. ▪ Trust outreach programme ongoing ▪ MVP now transformed to include neonates ▪ Appointment of a Consultant Midwife for service development <p>Demographic data: National surveys support the evidence we have that the trust supports services for a diverse population with regard to ethnicity, religion, age and sexuality.</p> <p>Further evidence in this report will show how the maternity voices partnership, engagement and maternity are working together to lead outreach programmes for the development of greater individualisation of care.</p> <p>Key groups we are reaching out to include: Refugee and migrant groups African families in the UK Lesbian, gay, bisexual and transgender groups Religious minorities</p> <p>National maternity survey - key graphs:</p>	2	

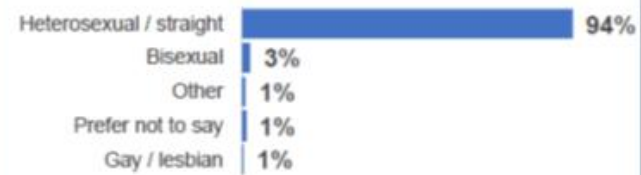


ETHNICITY

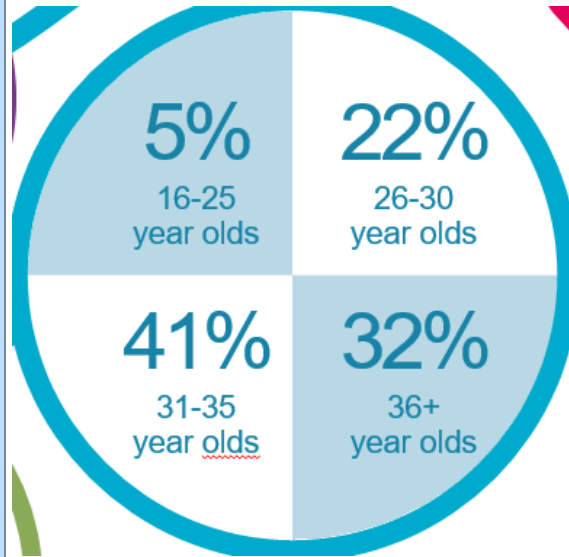


SEXUALITY

Which of the following best describes how you think of yourself?



94% of participants described themselves as heterosexual or straight.



Improvement in evidence:

Historical comparison*



Events planned with African community groups. Including the Ghana Union, now rescheduled from 28/09/2024 please 1.30 - 3.30 to February 2025.

Maternity Black History Month Celebration

Maternity Black History Month Celebration

Date: 24TH October 2024

Time: 13:00

Venue: Tulip Room

Agenda	
Time	Agenda item
13:00 to 13:15	Welcome
13:15 to 13:30	Black History and personal journey
13:30 to 13:45	EDI in the workplace
13:45 to 14:00	Reaching and engaging other cultures
14:00 to 14:15	Refreshments

MNVP events:

Outreach at public events in 2024.



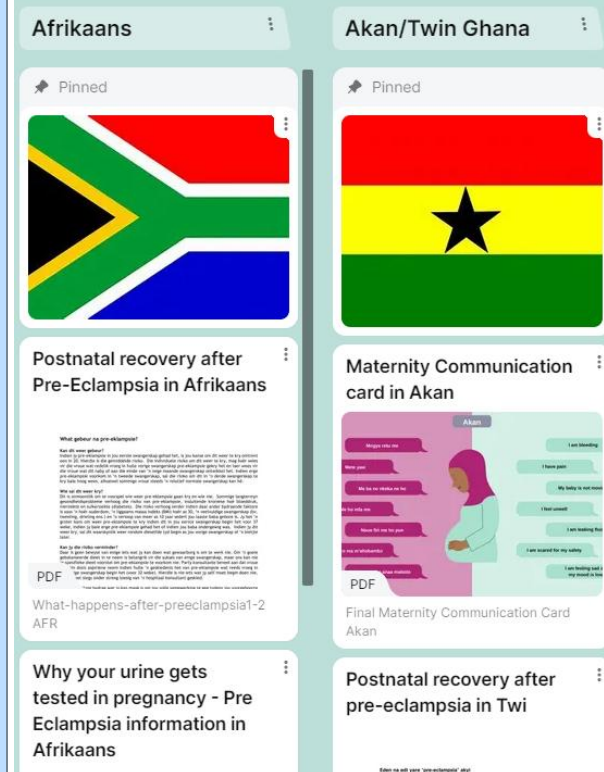
Stort Pride



Unfold, an FGM event in Spring 2024

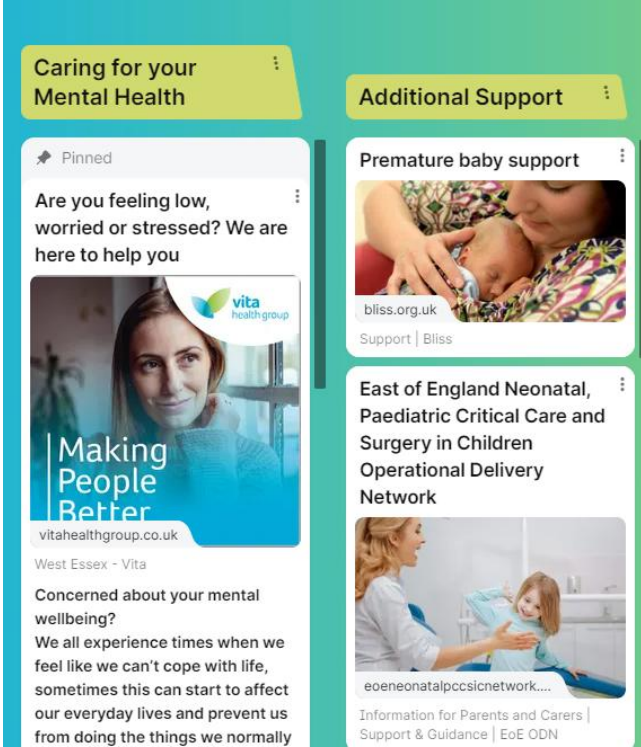
	1B: Individual patients (service users) health needs are met	<ul style="list-style-type: none"> ▪ Programme for Equity and Equality ▪ GC1000 research and group model services ▪ Local social media survey results ▪ Wayfinding feedback and change ▪ Walkabouts take place led by an Executive Safety Champion and Non-Executive Safety Champion ▪ Successes include work on smoking cessation, as a result, smoking at time of birth has decreased from 8.6% in 2022/23 to 7.2% 2023/24 <p>Service users needs are met in different languages:</p>	2	

- 53 different languages from Afrikaans to Yoruba
 ation in multiple languages



We have a PAHT West Essex padlet which is all about making your experience better and which is public and covers items such as:

- Booking your appointment
- Where to have a baby
- Staying healthy


		<ul style="list-style-type: none"> • Smoking • Blood tests and scans • Trusted apps and sources • Pelvic health <p>Screenshots below:</p> 		
	1C: When patients (service users) use the service, they are free from harm	Incidents data 2024 1303 reported Complaint data 2024 15 complaints PALS data 2024	2	

		220 received		
	1D: Patients (service users) report positive experiences of the service	<p>Compliments data free text (examples below) Total of 236 compliments available (Appendix)</p> <p>“All the midwives and doctors were incredibly friendly, helpful and knowledgeable. I always felt like I was in safe pair of hands. The facilities were also very clean.”</p> <p>“I was seen by N.Spring made me feel very welcome and also safe was very polite and extremely helpful honestly she is the sort if staff member that you need to keep at the hospital she helped put mine and my partner worries and fears to rest I would personally like to say thank you please don't change who you are and the world needs more people like you in it.”</p> <p>“Molly and Suella were absolutely amazing with helping me and my little one with feeding and I hope they get the recognition they deserve as they went above and beyond to support me. My midwives in the delivery room were also amazing but due to the very fast delivery of my baby I sadly cannot remember their names, but they were brilliant, I cannot thank everyone enough.”</p> <p>“I had a great experience with birthing our first child at Harlow Hospital. After being so set on a home birth but then being 15 days overdue I opted to be induced. Everyone at the hospital went above and beyond with mine and my babies care. I had such an amazing lady with me in labour I wish I knew her name to personally recommend (she is a university tutor and also works to keep in touch with practices - she was amazing). I had a slight emergency during labour and all that came rushing in we're just also so amazing. The hospital was very clean. I was very well cared for during my birth and stay.”</p> <p>“I had the best care while admitted at the hospital to deliver my baby. The midwives were excellent and I would not have hoped for a better care.”</p> <p>“ Lovely midwives the training midwife was amazing felt so comfortable and well looked after I wish she had been my</p>	3	

		<p>midwife with my previous babies. Was looked after well was a smooth birth. Thank you so much"</p> <p>"Wonderful midwives and care given particularly in the birth centre, my husband and I felt very reassured, cared for and supported at all times and like I had a really great birth experience as a result. Thank you Jasmine and team"</p> <p>" I found out on Thursday evening I had a missed miscarriage. I called the EPU on Friday morning and they got me in for a scan that day. Within 2 hours of arriving I'd had the scan and a chat with the midwife and a plan made for surgery 4 days later. Everyone was so supportive and caring. The day of my op I was well looked after by my nurses and the anaesthetists. Everything went so smoothly and having gone through an awful thing the way my treatment was handled had made the whole experience so much easier. I'm recovering at home now and feel almost normal and I can't thank the EPU staff, surgery nurses and surgeons enough."</p> <p>" All staff were brilliant, very kind and willing to give their time. A lady stopped me when I arrived at EPU to ask if I needed help - she could obviously tell I wasn't sure where I was going! On arrival at the reception desk, I was feeling quite teary and anxious. The lady was very kind and took me through to have my blood taken. The lady doing my blood test saw me early, before 8.30 and was happy to answer my questions. She was also incredibly gentle! That afternoon, I received a phone call from Sam (Hills?) to discuss my blood test results. Again, she took her time to talk through everything with me, answer my questions and reassure me."</p> <p>FFT data at 73.2% over the year.</p>		
Domain 1: Commissioned or provided services overall rating			2	

Domain 1(c): Commissioned or provided services: Outpatient services

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
Domain 1: Commissioned or provided services	1A: Patients (service users) have required levels of access to the service	<p>Our Trust provides outpatients clinics across a number of sites. There are a vast number of specialties that are covered, from paediatrics to elderly care, general surgery, breast, oncology & minor ops .</p> <p>This is an exciting time for the outpatients department as we forge forward with improving the service for the patients and the organisation. Our health care support workers are an integral part of the team that delivers services to more than 300,000 patients per year.</p> <p>As an organisation, we have a very active research & development Team, who support patients attending the clinics for regular follow up, especially within the Rheumatology, Dermatology, Gastroenterology and Oncology Services. We have also recently opened a purpose-built fracture clinic at PAH.</p> <p>This is an area which receives excellent feedback in general once the care and treatment begins but also some challenging feedback has been received about access to outpatient services.</p> <p>Often this is where patients are coming in to have minor information passed on and at a significant cost implication for the patient.</p> <p>We are implementing a number of initiatives which will transform care in this modality, Examples below.</p>	2	

		<ul style="list-style-type: none"> • ENVOY Text messaging systems used to gather data on experiences of waiting patients. • Dr Doctor portal available to access current clinical correspondence, test results and patient letters. • Planned introduction of PPUK – a service driving engagement and access to information, documentation, clinical correspondence and offering the opportunity to cancel and reschedule all appointments inside the app. <p>Patient Portal – Aligned to Alex health. More detail can be found here: https://www.pah.nhs.uk/alex-health</p> 		
	<p>1B: Individual patients (service users) health needs are met</p>	<p>Responsiveness</p> <p>OPD department answering 300 calls per day – supporting patient confidence in the system, with improvements leading to reduction in waiting times for calls from 40-50 minutes to 6 minutes on average.</p> <p>OPD services see 300,000 patients per year. The latest year being no different with an increasing demand on services.</p>	2	


		<p>“Staff polite knowledgeable kind and explained everything very well.”</p> <p>“Seen on time and excellent service from everyone.”</p> <p>“ Excellent facility, admin and staff. Very attentive and caring, felt very reassured by Jennifer, the senior nurse.”</p> <p>“Long delays for appointments”</p> <p>“Because my appointment was cancelled in the first place is why I have lowered to good - it never should have been but luckily I went through to a wonderful sympathetic lady who got me another same day appointment which alleviated a huge amount of stress.”</p> <p>“Unfortunately there was an hour delay for my appointment.”</p>		
	1C: When patients (service users) use the service, they are free from harm	<p>Incidents data 2024 90 recorded in 2024 (vs 110 in previous year)</p> <p>Complaint data 2024 2 recorded in 2024 (vs 0 (zero))</p> <p>PALS data 2024 116 recorded in 2024 (vs. 202)</p>	1	
	1D: Patients (service users) report positive experiences of the service	<p>Compliments data 2023-24 (Examples below) Total of 2100 compliments available (Appendix)</p> <p>“Fantastic staff and very helpful they booked me a pet scan at UCH London and it came through today for Thursday at 0955 am I thought this was a fantastic service.”</p> <p>“I attended Harlow Hospital also known as Princess Alexandra Hospital, on 03/05/2024 for a CT Scan, then on 05/05/2024 for an MRI Scan, on both occasions all the staff were really informative, very kind and professional, I was seen on time for both appointments, I cannot praise the staff highly enough for there hard work professionalism care and kindness, every member of staff I met was truly lovely. A big thank you to each and everyone of them..”</p>	2	

		<p>“Saturday appointment very convenient. Was on time and both the nurses were really kind and put me at ease.”</p> <p>“Exceptional service from the kind gentleman who booked me in to the lovely lady and health care assistants who carried out my procedure. I was treated with dignity and care and I couldn’t be more grateful.”</p> <p>“From the minute i entered the hospital the staff were really friendly and helpful in helping me get to where i needed to go, then the receptionist was very polite checking me in, wait time wasn’t long and the ladies who i saw in my appointment were all very friendly and made me feel at ease so the whole experience was 10/10.”</p> <p>“Service was amazing from receptionist to the lovely gyno doctor and her staff Super impressed.”</p> <p>“I was seen prompt at every stage and informed of the next stage. Staff were efficient and I was referred appropriately and given the very best tests, scans and treatment. This relates to A E, Streamer and Eye Clinic staff, scanner and Doctor I saw there, as an emergency outpatient.”</p> <p>“ On the first day I was seen reasonably quickly, not much over my appointment time, but then a delay followed, which I expected. On the second day I went in on time, got seen to and was out in less than an hour which was great.”</p> <p>“ Waited for no more than five minutes before I was seen, although I was early. The nurses done all necessary tests swiftly and explained everything clearly to me before I then saw the Doctor who was extremely clear with my condition.”</p> <p>FFT data at 88.43% over the year. Patients attending outpatient appointments report one of the highest levels of satisfaction for any services we provide including Urgent Care, Inpatient Care, Elective Care.</p>		
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Domain 1: Commissioned or provided services overall rating	2	
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EDS Action Plan	
EDS Lead	Year(s) active
Arleen Brown – Head of EDI	2025
EDS Sponsor	Authorisation date
Giovanna Leeks – Chief People Officer	20 February 2025

Domain	Outcome	Objective	Action	Completion date
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Domain 1: Commissioned or provided services	1A: Patients (service users) have required levels of access to the service	<p>This domain has been completed on a separate template.</p>	<p>Paediatrics Access</p> <ul style="list-style-type: none"> We are continually seeking to improve access and have plans in place to develop the user voice. We have appointed a new Neonatal Voices user group Chair, Ciara Hibbitt. <p>MEET THE TEAM Ciara</p>  <ul style="list-style-type: none"> Our new patient portal will support access to the patient record for young people. <p>Maternity Access</p> <ul style="list-style-type: none"> Maternity and Neonatal Voices Partnership (MNVP) and staff networks collaboration. Reviewing and expanding visiting access for partners and siblings during the maternity experiences. Maintaining access to an evidence based funded establishment, of midwife to birth ration of 1:23 (usually 1:26 to 1:34). 	
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			<ul style="list-style-type: none"> • Key groups we are reaching out to include: <ul style="list-style-type: none"> • Refugee and migrant groups • African families in the UK • Lesbian, gay, bisexual and transgender groups • Religious minorities <p>Outpatients Access</p> <ul style="list-style-type: none"> • We are going live with PPUK, a new patient portal which will support greater control of outpatient appointments for patients and proxy users such as unpaid carers. • Later features will include preferred scheduling. 	
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	<p>1B: Individual patients (service users) health needs are met</p>		<p>Paediatrics Needs</p> <ul style="list-style-type: none"> We are continually seeking to develop services in alignment with patient needs and will work with our new MNVP chair to develop this work. <p>Maternity Needs</p> <ul style="list-style-type: none"> Implementation of cultural intelligence workshops to support individualisation of care. This is aligned to the development of house rules  <ul style="list-style-type: none"> This is based on the FXM campaign's six steps for self advocacy. https://fivexmore.org/6steps 	
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			<p>Outpatients Needs</p> <ul style="list-style-type: none"> • The service has delivered drastic reductions in waiting times with recent waits as low as 6 minutes to answer a call. • We will work through a plan for every specialty in the hospital to develop a bespoke profile for its patient portal. Potential functionality to support patients' needs will include: <ul style="list-style-type: none"> • Questionnaires and forms • Two way (in EHR) messaging • Clinical documentation • Health records <p>NHS App integration with a single front door.</p>	
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	<p>1C: When patients (service users) use the service, they are free from harm</p>		<p>Paediatrics</p> <ul style="list-style-type: none"> • We are continuously reviewing how our existing pathways operate and working on initiatives to modernise paediatric pathways. <p>Maternity</p> <ul style="list-style-type: none"> • We are implementing the Nursing and Midwifery Council (NMC) anti-racism framework. • Implementation of the FXM campaign for five steps to reduce inequalities in healthcare • Evaluating objective pain relief score for maternity • Implemented and reviewing self-administration of pain relief on postnatal ward – Samson Ward. <p>Outpatients</p> <ul style="list-style-type: none"> • Outpatient services are highly evaluated and a number of initiatives are driving improvements in safety such as <ul style="list-style-type: none"> ○ patient initiated follow up plans for refreshed online booking, more digital appointments, and faster diagnostics through the Community Diagnostic Centre at Epping. 	
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	1D: Patients (service users) report positive experiences of the service		We will continually monitor feedback and seek to innovate in this space across all three services, relying on the effectiveness of our IQVIA feedback system.	
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