



GOVERNING BODY MEETING

Date of meeting	Tuesday 23 May 2017	Agenda item number	18
Title of report	Equality and Inclusion Annual Report 2016/17		
Paper Presented by:	Mrs Jennifer Aldridge, Chief Nursing Officer		
Paper prepared by:	Equality and Diversity Team NHS Midlands and Lancashire Commissioning Support Unit		

CCG strategic objective supported by this paper: (please tick ✓)	Develop and maintain an effective organisation	✓
	Commission high quality, safe and cost effective services which reduce health inequalities and improve access to healthcare	✓
	Effectively engage patients and the public in decision making	✓
	Develop excellent partnerships which lead to improved health outcomes	✓
	Make the best use of resources	✓

Purpose of report
To provide the Governing Body with the annual update on the CCG's statutory requirements as set out in the Equality Act 2010. The report provides assurance that the Clinical Commissioning Group (CCG) is compliant with the public sector equality duties, equality and human rights legislation.
Recommendation
The Governing Body is asked to note the contents of this report.

Please indicate which Group this has been discussed with (please tick ✓)			
Executive Management Team		Quality Improvement and Governance Cttee	✓
Clinical Commissioning Committee		Finance and Performance Committee	
Audit Committee		Remuneration Committee	
Council of Members		Other/Not Applicable	
Patient and Public Engagement:	The Equality and Inclusion report monitors patient and public engagement		
Equality Impact Assessment:	The Equality and Inclusion report contains an analysis of impacts on patients and public with protected characteristics.		
Resource Implication(s):	Not applicable		
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*Fylde and Wyre
Clinical Commissioning Group*

Equality and Inclusion Annual Report 2016 - 2017



A healthier future for our communities

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Executive Summary

We are pleased to present our Equality and Inclusion Annual Report for Fylde and Wyre Clinical Commissioning Group (CCG)

This report sets out how we as a CCG are meeting our commitment to our Public Sector Equality Duty in everything we do whether that is commissioning services, employing people, developing policies, communicating with, engaging and involving local people in our work.

As a CCG we are keen to involve local people in the continuing development and monitoring of our Equality and Inclusion Strategy, to ensure that we commission (buy) the right health care services; provide well trained staff to deliver services and ensure that our providers meet the equality duties set out in the Public Sector Equality Duty and also promote people's rights.

As part of 2030 Vision for Health and Care we have committed to taking a long-term view of local health care services to meet the challenges that we face in the future. Health inequalities persist across Fylde and Wyre, for example the difference in the life expectancy between the most affluent and most deprived communities can be as much as 10.6 year for men and 6.4 years for women. This is a concern for the CCG; this drive to eliminate discrimination and health inequalities is clearly seen in our 2030 Vision for Health and Care in Fylde and Wyre and in our Five Year Strategic Plan 2014 – 2019. The life expectancy gap between men and women has reduced slightly however, there remains a discrepancy between healthy life expectancy in the most affluent and deprived wards.

The continuing development of our New Models of Care is enabling people to access appropriate health care and while we continue develop these services we will seek the views of a wide range of patients and local people to help shape and improve healthcare locally.

Our Governing Body commits to monitoring our progress and reporting regularly and openly on the developments within the Equality and Inclusion Strategy.



Mary Dowling CCG Chair

Jenifer Aldridge, Chief Nurse

Introduction

The CCG became a Statutory Body in April 2013 when it took on the responsibility of commissioning high quality health services and improving the health of the population of Fylde and Wyre. The equalities information presented in this report represents the CCG's progress during its fourth year of operation and outlines the CCG's progress to incorporate Equality and Inclusion in all its work. The CCG is making this information publicly available so that the organisation complies with the Specific Duty of the Public Sector Equality Duty to publish equality information annually.

The report sets out:

- The CCG's commitment to Equality and Inclusion
- Due regard to the Public Sector Equality Duty
- The CCG's Equality Delivery System Public Grading Assessment for 2016/17
- Communication and Engagement activities of the CCG
- Progress made against the CCG's Equality Objectives set in 2012
- The CCG new Equality and Inclusion Strategy and Equality Objectives for 2017/21

The CCG's Strengths in Terms of Equality and Inclusion

- The CCG has a clear commitment to equality and inclusion which is described in the revised Equality and Inclusion Strategy 2017/2021.
- Equality impact and risk assessment process is embedded in all aspects of the CCG's work, and is included as a requirement in all of the commissioning planning processes for 2017/18.
- The Influence Panel is a group of patients and public members who meet monthly in a 'citizen's jury' style forum. Over the past year, Influence Panel members have helped the CCG in the development of strategies around Cancer, Self-Care and End of Life Care, Pharmacy+ Clinics, Antibiotics Awareness Campaigns and public engagement.
- Children and Young People commissioned work: Working with local Third Sector providers, the CCG has commissioned a project which looks at the experience of children and young people accessing health care in GPs surgeries. Peer interviews and questionnaires will help to develop patient improvement and share good practice, this work is still on-going.
- The CCG have been working with Lancashire Lesbian, Gay, Bisexual and Transgender (LGBT) and as a result couple of a GP practices in the Fylde and Wyre area are now working directly with Lancashire LGBT to make improvements locally for LGBT patients.

- The CCG has improved on staff reporting and identification of positive experiences of their membership of the workforce by completing the NHS Staff Survey, this survey produced very positive feedback from CCG staff.
- Equality Impact and Risk Assessed all of the Pan Lancashire Clinical Policies as part of a Pan Lancashire Project
- Maintained Equality Delivery status of 'Achieving' for the EDS Grading assessment in 2016/17

The CCG's Areas for Improvement for Equality and Inclusion

- Provide more robust evidence for the delivery of services for EDS Goal 1
- Communications and Engagement mechanisms need to be sure they are reaching all sections of the community and feedback from all equality protected groups is informing projects such as accessing the right care at the right time.
- Contract monitoring of providers in respect of how providers are being monitored in relation to equality, and requesting that our providers provide equality monitoring data so that we know who is accessing our services
- Where equality data is available, cross reference is needed of patient experience information notably in respect of access to health care
- Review and update all Human Resources policies in line with the Equality Act 2010 and in relation to staff health and wellbeing

Legal Duties for Equality and Inclusion

Key legislation for Equality and Inclusion see below:

NHS Constitution

The NHS Constitution Principles states that:

'The NHS provides a comprehensive service, available to all irrespective of age, disability, sex (gender), race, sexual orientation, gender reassignment, religion, belief, pregnancy and maternity or civil partnership status. The service is designed to improve, prevent, diagnose and treat both physical and mental health problems with equal regard. It has a duty to each and every individual that it serves and must respect their human rights. At the same time, it has a wider social duty to promote equality through services it provides and to pay particular attention to groups or sections of society where improvements in health and life expectancy are not keeping pace with the rest of the population.'

The Equality Act 2010

The Equality Act 2010 replaced previous anti-discrimination laws and place key duties on statutory organisations that provide public services. The general equality duty is intended

to accelerate progress towards equality for all, by placing a responsibility on bodies subject to the duty to consider how they can work to tackle systemic discrimination and disadvantage affecting people with particular protected characteristics. It protects people from unfavourable treatment and this refers particularly to people from the following categories known as protected characteristics:

- Age
- Disability
- Sex (Gender)
- Sexual Orientation
- Gender Reassignment
- Race including national identity and ethnicity
- Religion or belief
- Pregnancy and maternity
- Marriage and Civil Partnership

We additionally pay 'due regard' to the needs of carers, homeless, and military veterans, when making commissioning decisions.

Public Sector Equality Duty

General Duty: Section 149 of the Equality Act 2010 requires us to demonstrate compliance with the 'Public Sector Equality Duty' which places a statutory duty on the CCG to address:

- Eliminating unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2010
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it
- Foster good relations between people who share a protected characteristic and people who do not

Specific Duty:

- Publish information to demonstrate their compliance with the Equality Duty, at least annually
- Set equality objectives, at least every four years

Human Rights Act

The CCG has, through the Equality and Inclusion training and Equality Impact and Risk Assessment completion, ensured that we undertake Human Rights screening on our entire commissioning activity. All Human Rights Screening outcomes are embedded into the Equality Impact and Risk Assessment for the commissioner's consideration.

Our Workforce

The CCG is supported by Midlands and Lancashire Commissioning Support Unit's (CSU) Equality and Inclusion Team and Human Resources Team who ensure that the CCG has in place fair and equitable employment and recruitment practices. The CCG and CSU are committed to holding up to date information about the CCG workforce, in line with Data Protection legislation, and to ensure strategic decisions affecting the workforce are based on accurate reporting and data.

The CCG aims to fully understand the diversity of the workforce so that the CCG can ensure non-discriminatory practice, working with staff and staff representatives to identify and eliminate barriers and discrimination in line with the Public Sector Equality Duty and the Equality Act 2010 Employment Statutory Code of Practice.

The CCG has a small workforce and as such is not required under the Specific Equality Duty to publish its workforce data, however to support the NHS England Workforce Race Standard (WRES) the CCG will be publishing their WRES report by the 1 July 2017.

At the time of this report being drafted we had 71 employees and so will not publish this information as it has the potential to identify individual members of staff. We have shared the results of the staff survey with all our staff and asked for feedback and held a discussion about the results at our team meeting.

Training

Staff training uptake is monitored by Electronic Staff Records, Equality and Diversity Training is mandatory for all CCG employees every three years.

An Equality and Inclusion awareness session took place in January 2017 at a Governing Body member's development day. The Equality and Inclusion Business Partner also held a number of Equality and Inclusion Awareness sessions in late 2016, the sessions were well attended by 29 members of staff and feedback was positive, staff reporting that they enjoyed the sessions. (See Equality Pledge 3 for more detail on page 11)

Communicating with our staff

A range of communication options are regularly viewed by our staff by the following methods:

- Staff intranet (this is regularly reviewed and updated)
- Social media (Facebook and Twitter)
- Weekly staff bulletins
- Newsletter for GP practice staff and CCG staff
- A Monthly Team Brief presented by the CCG's Clinical Chief Officer
- All teams at the CCG have regular team meetings

NHS staff survey 2016

The findings of the NHS Staff Survey for the CCG were published in March 2017 with more than 90 per cent members of staff of NHS Fylde and Wyre CCG taking part.

The survey, carried out by the Picker Institute on behalf of NHS organisations that wished to take part, provided an indication of how our staff feel about working for the organisation and the findings of the survey will support the CCG to improve as an employer and also inform the activity of the Organisational Development Forum.

According to the findings of the survey, our staff feel highly engaged with the CCG having received an overall score of 4.2 out of five, which is above the national average compared to other CCGs.

And among the top five areas ranked highest by staff completing the survey was the relationship between staff and managers. 'Support from immediate managers' was scored overall at 4.44 (out of 5) and 'recognition and value of staff by managers and the organisation' was scored 4.2.

Staff also indicated a high level of satisfaction; again well above the national average, in terms of their level of responsibility and involvement.

Operational Development Plan (OD)

Our CCG's Organisational Development Plan has recently been reviewed and refreshed and was ratified by the Governing Body in January 2017. In order to monitor the effective implementation of the plan an OD forum has been established, which meets monthly with representatives from across the CCG meet on a monthly basis. The forum is chaired by the Chief Nursing Officer.

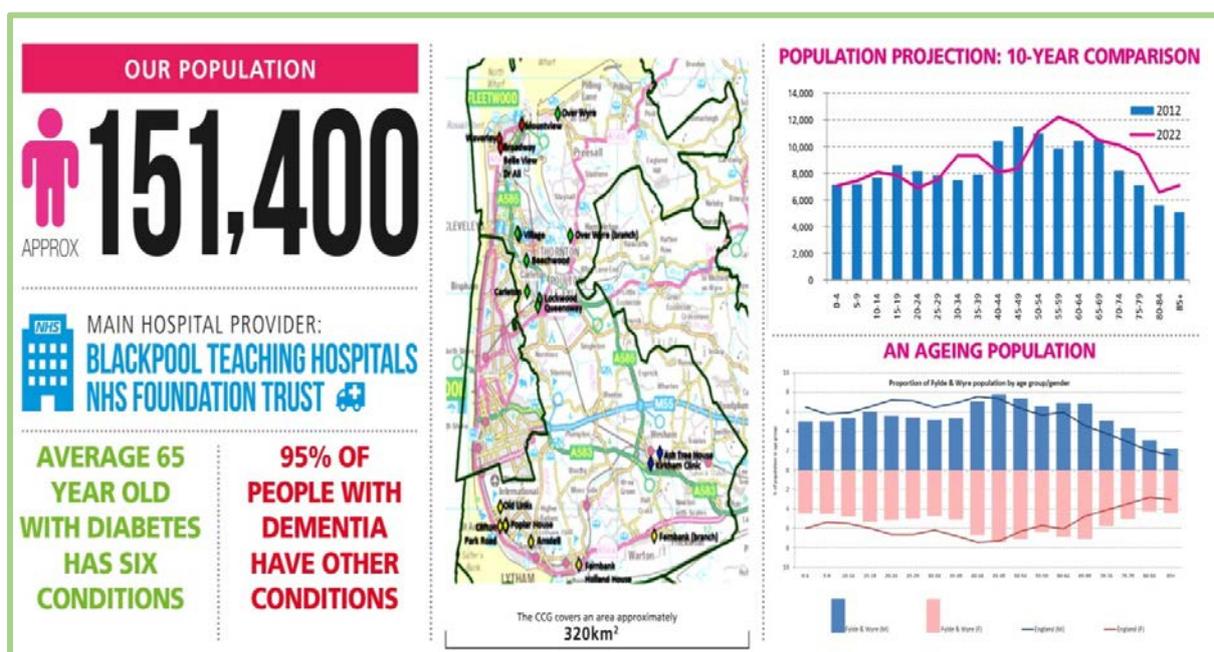
Workforce Race Equality Standard (WRES)

Following the introduction of the WRES in 2015 F&W CCG submitted its seconded WRES return to NHS England in July 2016 (using data from 2015/16). The WRES report which is published on our website [WRES report 2016](#) sets out the CCG performance information profile and Board composition, by ethnicity. The CCG is working towards collecting data that will make it possible to fully compare all 9 metrics in 2017.

Our Communities

The boundary of the Fylde and Wyre CCG encompasses the district of Fylde and a large proportion of the Wyre district.

The CCG consists of 19 GP practices providing primary care to over 150 thousand registered patients.



Fylde Health in summary

The health of people in Fylde is varied compared with the England average. Deprivation is lower than average, however about 11.7% (1,300) children live in poverty. Life expectancy for women is lower than the England average. For more information on the Fylde Health Profile, please access the following link [HealthProfile2015Fylde30UF.pdf](#)

Wyre Health in Summary

Health in summary

The health of people in Wyre is varied compared with the England average. Deprivation is lower than average, however about 16.7% (2,800) children live in poverty. Life expectancy for both men and women is lower than the England average. For more information on the Wyre Health Profile, please access the following link [HealthProfile2015Wyre30UQ%20\(1\).pdf](#)

Meeting Our Equality Pledges

Pledge One	Ensure we will talk to local people to involve them as much as possible in our decision-making processes to ensure we hear the voice of all our communities.
Progress	<p>Our engagement activity provides a comprehensive range of opportunities for people to be involved via patient and public engagement, patient participation groups, influence people’s panel, working voices project, listening cafes and the influence membership scheme and readers panel.</p> <p>For more information on our engagement work refer to page 17</p>
Pledge Two	Ensure that all policies and procedures carried out by the CCG or on behalf of the CCG are based on a robust review of equality information and are based on the needs of all the people we serve
Progress	<p>Equality Impact and Risk Assessments that have been undertaken on Corporate Policies</p> <ul style="list-style-type: none"> • Serious Incident Reporting and Management Policy • Integrated Risk Management Framework • Emergency Preparedness, Resilience and Response Policy • Business Continuity and Incident Response Plan • Commercial Sponsorship Policy • Whistleblowing Policy • Conflicts of Interest Policy • Information Governance Policy • Health and Safety Policy • Fire Safety Policy • Pandemic Flu Plan <p>The induction process was reviewed in 2015/16 and there have not been any significant changes to the Induction Process in 2016/17.</p> <p>In August 2016 the CCG established an Operational Development Forum which meets on a monthly basis. The Operational Development Plan (OD) 2017/18 has been refreshed during the last year and was approved by</p>

	<p>Governing Body in January 2017,</p> <p>The CCG has a new Exit checklist for all staff that are leaving the CCG whether it be a secondment opportunity, maternity leave, departing the CCG or long term absence.</p>
Pledge Three	Ensure all staff including Governing Body members undertake equality, diversity and human rights training and development at a level to their role
Progress	<p>An Equality and Inclusion Governing Body development session took place in January 2017. This session was attended by all of the Governing Body members; this demonstrates that Equality and Inclusion is taken seriously at the highest level within the organisation.</p> <p>The Equality and Inclusion Business Partner held two staff Equality and Inclusion Awareness sessions in November, both sessions were well attended by 29 members of staff and feedback was positive, staff reported that they enjoyed the sessions and felt the session had covered a lot in relation to Equality in the hour allocated for each session. The sessions covered:</p> <ul style="list-style-type: none"> • An Equality Quiz to get staff thinking about making assumptions • The Equality Act 2010 and how the act relates to the CCG • The mandated standards from NHS England relating to Equality • Equality Impact and Risk Assessments • The Protected Characteristics covered by the Equality Act • Types of Discrimination <p>Equality and Inclusion Mandatory Training is provided for all CCG Staff via an e-learning module; the training is monitored through the Electronic Staff Recording system (ESR).</p> <p>An additional workshop on An Inclusive Team Approach to Equality Impact Assessments Workshop. The session was delivered by Indigo You, organised by the Equality and Inclusion Team, MLCSU, 16 members of staff attended the workshop along with members of the Equality and Inclusion Team. More sessions are planned for 2017/18 for all CCG staff including a Governing Body session in early 2018 and an Equality Impact and Risk Assessment workshop in June 2017.</p> <p>Additional training undertaken by CCG staff:</p> <ul style="list-style-type: none"> • NHS Fraud Awareness

	<ul style="list-style-type: none"> • Conflicts of Interest <p>Secondment Opportunities during 2016/17</p> <ul style="list-style-type: none"> • Secondment to NHS England • Secondment to the Vanguard Team (employed by Blackpool Clinical Commissioning Group) • One member of staff seconded part of their hours to work as Head of Project Management Office (Fylde Coast) <p>Apprenticeships during 2016/17</p> <ul style="list-style-type: none"> • Apprentice Administrator • Apprentice Commissioning Support Officer (both the above are on the 2nd year (and final) year of their apprenticeships and have achieved NVQ levels 1 and 2 and are currently studying for their NVQ level 3)
Pledge Four	Have an inclusive engagement strategy which aims to ensure that all people regardless of their race, gender, age, sexual orientation, religious or philosophical beliefs, gender status, disability or ability, pregnancy and maternity status or their marriage and civil partnership status are engaged with effectively.
Progress	The Communications and Engagement Strategy is due for ratification in May 2017. This strategy will be published on our website.
Pledge Five	Use the Equality Delivery System (EDS) public grading assessment to inform local people of how the CCG is performing and ensure that any healthcare providers commissioned by the CCG are using EDS.
Progress	<p>The CCG undertook its annual EDS Grading assessment in May and October 2016 and maintained their grade of 'Achieving' on EDS Goal 1: outcomes and moved forward from 'Developing Plus' to 'Achieving' on Goal 2: outcome.</p> <p>See page 16 for more detail on the CCG's EDS annual grading assessment for 2016/17.</p>

Showing 'Due Regard' to the Public Sector Equality Duty

In order to deliver high quality inclusive health services, we aim to ensure that protected groups have the same access, experiences and outcomes as the general population. In this regard, we recognise that there are many things that influence this that we may not have complete control over, but we are committed to working with the community and partners to influence, such as:

Equality Impact and Risk Assessments

The CCG has adopted the Equality Impact and Risk Assessment (EIRA) from the Equality and Inclusion Team, NHS Midlands and Lancashire Commissioning Support Unit (CSU). The EIRA provides a framework for undertaking Equality Impact and Risk Assessments. This tool combines three assessments consisting of Equality, Human Rights and Privacy. This enables the CCG to show 'due regard' to the Public Sector Equality Duty by ensuring that all requirements around equality, human rights and privacy are given advanced consideration prior to any policy decisions that the CCG's Governing Body or Senior Managers make that may be affected by these issues. CCG Commissioners continue to ensure that the EIRA is integral to the decision making process.

The CCG has embedded the EIRA into their project management through the Project Management Office (PMO) which defines and maintains standards for project management with the CCG and provides assurance to the Governing Body. All EIRA are quality checked by the CSU Equality and Inclusion Team to ensure that CCG Commissioners and staff working on behalf of the CCG have considered all the equality information and engaged and involved local people who have Protected Characteristics to inform the EIRA.

Equality Impact and Risk Assessment Undertaken in 2016/17

We have taken proactive steps to embed equality impact assessments into our policy development and commissioning cycle. We have also taken steps to develop an EIRA logging system held by the Equality and Inclusion Team, CSU to document the EIA activity that the CCG undertakes.

Equality Impact and Risk Assessments undertaken by the CCG in 2016/17 are:

- Fylde Coast Strategy for Cancer 2016 - 2021
- Improving Access to Psychological Therapies (IAPT)
- Neighbourhood Care Teams – Incorporating Enhanced Primary Care and Integrated Neighbourhood Teams
- Paediatric Continence Service
- Home Discharge Service
- Risk Management Framework

- Night Safe Haven
- Unscheduled Care
- Children with Learning Disabilities
- Emergency Preparedness, Resilience and Response Policy
- Home Oxygen Service
- Diabetes Targeted Service
- Commercial Sponsorship Policy
- GP Access 7 Days
- Reception Non Clinical Triage
- Gluten Free Products Stop Prescribing
- Equality and Inclusion Strategy
- Decommission of Night Safe Haven
- Decommission of Falls Car Service
- Operational Development Plan 2017/18
- Joint Blackpool CCG Fylde & Wyre CCG Pandemic Influenza Plan 2017/18

Pan Lancashire Policy Review Equality Impact and Risk Assessments

In 2016 it was identified that current policies of procedures of low clinical value were in need of a review. These policies had been previously adopted from Primary Care Trusts (PCTs) and some were outdated in terms on NICE guidance and changing technologies.

The Lancashire CCG's represented on the policy review are:

- Fylde and Wyre CCG
- LancashireNorth CCG
- Blackpool CCG
- Blackburn with Darwen CCG
- Chorley and South Ribble CCG
- Greater Preston CCG
- East Lancashire CCG
- West Lancashire CCG

Pan Lancashire Policies EIRA that have been undertaken:

- Process of Managing Individual Funding Requests
- The Collaborative Individual Funding Requests Process for Lancashire Clinical Commissioning Groups
- General Policy for Individual Funding Request Decision Making
- Statement of Principles
- Policy for Considering Applications for Exceptionality to Commissioning Policies

- Assisted Conception and Surgical Fertility Services: Stage 2 EIRA and Human Rights Assessment completed
- Carpal Tunnel
- Endoscopic Knee
- Cosmetics: Stage 2 EIRA
- Alternative Therapies
- Tonsillectomy
- Trigger Finger
- Insulin Pumps and Glucose Monitors
- Functional Electrical Stimulation
- Male Circumcision Policy
- Hip Arthroscopy
- Spinal Cord Stimulation
- Reversal of Sterilisation for Men and Woman
- Lumbar Spine Procedures
- The collaborative Individual Funding Request process for Lancashire Clinical Commissioning Groups
- General Policy for Individual Funding Request Decision Making
- Statement of Principles
- Policy for Assisted Conception and Surgical Fertility Services
- Policy for the Commissioning of Cosmetic Procedures

Equality Delivery System Grading Assessment

The Equality Delivery System (EDS) grading assessment was carried out by the CCG in May and October 2016 to local people. The purpose of EDS grading is to help local NHS organisations, in discussion with local partners including local populations, review and improve their performance for people with characteristics protected by the Equality Act 2010.

The CCG's 2016 EDS public grading assessment focussed on Goal 1: Better Health Outcomes and Goal 2: Improved Patient Access and Experience (see outline of the outcomes of the EDS grading below):

EDS Goal 1: Better Health Outcomes				
No	Outcome	2015 grade	2016 May Grade	2016 October Grade
1.1	Services are commissioned, procured, designed and delivered to meet the health needs of local communities	Achieving	Developing	Achieving
1.2	Individual people's health needs are	Achieving	Developing	Achieving

	assessed and met in appropriate and effective ways			
1.5	Screening, vaccination and other health promotion services reach and benefit all local communities	Achieving Graded in 2014	Developing	Achieving
Goal 2: Improved Patient Access and Experience				
2.3	People report positive experiences of the NHS	Developing +	Developing +	Achieving

Following recommendations post the EDS Grading Assessment in May 2016

Post the EDS Grading Assessment that took place in May 2016 when the CCG received the backward trajectory grading of 'Developing'. The CCG decided to re-run the grading assessment on 13 October 2016. Prior to the event, equality evidence which included Equality Impact Assessments that had been completed on Extensive Care, Night Safe Haven and Neighbourhood Care Teams were emailed out to the graders. The event provided an opportunity for the graders to ask questions and listen to a member of staff who had completed a number of EIRAs for the CCG; of the EIRA process and how the CCG considers all the equality protected groups during commissioning processes. The commissioning process, quality and performance reviews, contract monitoring, engagement and communications was discussed in great detail and questions relating to the evidence provided were responded to.

Six graders attended the EDS grading assessment review in October and it was decided through discussion with the graders that they would email their grade/score to the E&I Business Partner, so that no one felt influenced or under pressure in the grading process.

EDS Outcomes

The CCG have received a reviewed grade for all four of the EDS outcomes as 'Achieving'.

The graders felt that through discussion the CCG has excellent processes in place in relation to equality and inclusion, but felt that the CCG could provide more robust evidence for the delivery of services. A breakdown of the EDS grading results can be found in Appendix 3.

The graders provided valuable feedback see below:

- Significant work is in hand to address any gaps in relation to Equality
- Plans in place to improve on outcome 1:1
- Patient stories of how the service is being delivered would be beneficial to the grading event as evidence
- Understand that it is difficult to reach all or even most protected groups, and also to reach a significant proportion of the general population

- Lancashire LGBT was of the opinion that the quality of the EIRAs that the CCG had undertaken were of a very high standard.

EDS Grading Focus for 2017

The CCG will focus on Goal 4: Inclusive Leadership for the EDS Grading for 2017, the CCG has come a long way in terms of equality and inclusion since authorisation in 2012 and focussing on EDS Goal 4 will support the how the CCG is progressing against its new equality objectives for 2017 to 2021.

Engagement with Local People

The CCG has a clear commitment to equality and inclusion which is described in our new Equality and Inclusion Strategy 2017 – 2021. This strategy can be found on our website by accessing this

link http://www.fyldeandwyreccg.nhs.uk/download/resources/corporate_documents/Equality-Inclusion-Strategy-2017_21_FINAL.pdf

Lancashire LGBT

The results of the commissioned Lancashire Lesbian, Gay, Bisexual and Transgender (LGBT) work have been shared with GP practices and primary care colleagues. Lancashire LGBT is working with a number of GP practices around their LGBT approach and one recommendation has been to display an LGBT friendly symbol, such as the rainbow symbol within GP practice waiting rooms. Work to develop an LGBT primary care charter will also begin in 2017/18.

Children and Young People

Work is continuing to develop a children and young people's panel for people aged 13 – 25 years old. The Senior Communications and Engagement Officer attended a number of youth groups/councils and a local schools careers fair in order to gather interest in the panel.

Influence Panel

The CCG's Influence Panel is made up of volunteers who meet on a monthly basis to consider aspects of CCG strategic development. The panel has received a range of presentations relating to the proposal to introduce antibiotic passports, the way the CCG engages with the public, development of the Healthy New Town and a Fylde Coast Self-Care Strategy. Commissioning and Quality Leads have used their recommendations to ensure that patient views play an integral part in the development and improvement of CCG services.

Patient Cancer Care Improvement Group

A cancer patient sub-group has been developed to help Commissioners and Providers improve local cancer services. The group is made up of volunteers who have suffered from cancer or have cared for someone who has. Since their first formal meeting in August 2016, members have worked closely with the Macmillan Clinical Transformation Lead to develop a cancer care review document as well as a patient referral letter.

Improving Access to Psychological Therapies (IAPT)

In June 2016 a patient advisory panel made up of people who have had mental health problems was developed to inform an **Improving Access to Psychological Therapies (IAPT)** service redesign. Following the panel's first meeting, the results of patient experience questionnaires from both practice based IAPT services and Mindsmatter, a talking therapy service provided by Lancashire Care Foundation Trust, were collated and a series of focus groups were held with service users to find out what currently worked well and what did not. All of the results were shared with the panel and a new patient questionnaire was created which was given to people with an existing mental health condition or who had previously had one. The responses were collated and discussed with the advisory panel and a preferred service model was selected which received full support from the Clinical Commissioning Committee.

Fylde Parent Carer Forum

The CCG has strengthened its links with the Fylde Parent Carer Forum with the Senior Communications Officer, Engagement Officer and the Commissioning Lead for Mental Health attending meetings with the group.

Accessible Information

The CCG's website has Browsealoud Support Software which adds speech, reading and translation to the website facilitating access and participation for people with dyslexia, low literacy, English as a second language and for people with mild visual impairments. Online content can be read aloud in multiple languages. Marketing materials are offered in alternative formats and languages and a British Sign Language (BSL) signer translated the joint NHS Fylde and Wyre CCG, NHS Blackpool CCG and NHS Blackpool Teaching Hospital Foundation Trust annual general meeting in September 2016.

Gluten free

Throughout a two week period in August, the communications and engagement team distributed an online survey as part of a review into the funding of gluten free products by the NHS.

The survey attracted around 250 responses – the highest response rate to any CCG survey to date. Paper copies of the survey were also sent to those who requested it.

The results were used to inform a paper which was presented at the Clinical Commissioning Committee (CCC). The paper recommended that gluten free products should no longer be available via prescription. This was accepted by the CCC before final ratification by the Governing Body.

Healthy New Towns

Work has continued in relation to the healthy new town – Whyndyke Garden Village (WGV). A number of stakeholder engagement workshops have been carried out throughout July and August which have been supported by the Communications and Engagement Team. The WGV website is now live, as is the WGV Twitter account. The Communications and Engagement Team will continue to work closely with the programme manager as well as their communications counterparts at Fylde Council.

Patient and Public Engagement Group

The Patient and Public Engagement Group (PPE) is chaired by the CCG's lay member with remit for engagement. The group meets monthly and discusses a range of issues pertinent to the CCG, patient experience intelligence, local concerns and partner activities, equality and inclusion and the continuous development of the CCG's patient and public engagement activity and infrastructure. Membership of the PPE Group is diverse, with a number of patient representatives across protected characteristic groups. The group receives regular updates from executive and commissioning leads. The minutes of this meeting are submitted to the Quality Improvement, Governance and Engagement Committee. In July 2016 the group:

- Agreed a process for receiving Healthwatch Lancashire reports and issuing a draft response for approval at the Quality Improvement, Governance and Engagement Committee.
- Received a presentation from Community Engagement Manager in relation to the Communications and Engagement Strategy update
- During an interactive session, the group was then asked to consider the strategy and discuss how it could be improved and developed
- This feedback will be used to inform the CCG's refreshed Communications and Engagement Strategy for 2017/18.

The PPG Chairs' group continues to meet bi-monthly and build upon shared good practice. September's meeting of the group will look towards a refresh of the group's aims and objectives to ensure that the group remains effective. The Senior Communications and Engagement officer is continuing to assist practices get the most from social media and has recently visited Holland House Surgery to offer some Facebook training. A total of six practices are now using Facebook, they are Clifton Medical Practice, Fleetwood Surgery,

Lockwood GP Surgery, Holland House Surgery, Ansdell Medical Centre and Poplar House Surgery.

Working voices

Working Voices is aimed at people in full-time or part time employment. The communications and engagement team visit workplaces across Fylde and Wyre to gather feedback from people who would not be engaged with through existing engagement channels because of their employed status. The Communications and Engagement Team is currently looking at new and alternative venues to those which have been used previously to try and attract more people. The online survey continues to be promoted and has seen 89 entries returned to date and the feedback will continue to be entered into the CCG's Datix system.

Life in Wyre

The Life in Wyre survey, which is Wyre Council's bi-annual resident's survey, has been finalised. The focus of the CCG's questions this year has been patient engagement, self-care and accessing information and services online.

Fylde Coast Vanguard

During 2016/17 we have continued with the development and implementation of our new care models. This has been aided by national recognition and support for our forward thinking approach to transforming local healthcare services.

In March 2015, the Fylde coast was named as one of a select few 'vanguard' sites by NHS England. This status and the funding associated with it has allowed us to speed up the development and introduction of our new care models for the benefit of local people and also the wider healthcare system across England. As a vanguard site, the learning we gather on this journey is being shared to help other areas across the country to adapt and adopt their own new models of care.

In July 2015 we began to introduce our Extensive Care service which provides more proactive and better coordinated care for people over 60 with two or more long-term conditions. The final phase of this launch was completed in October 2016 with all GP practices across the Fylde Coast now able to refer eligible patients to benefit from the input of the dedicated service. Operating from two locations across the area (Wyre Civic Centre and Lytham Primary Care Centre), the service aims to support those people who often need the most help to stay well by improving their knowledge and confidence to self-manage their conditions and lifestyle. In turn this is helping to reduce their likelihood of an unplanned visit to hospital, their GP and other healthcare services. The evidence we have shows that the service is indeed helping to reduce this group of patients' demand on healthcare services. We also know that people's experiences of the care they receive from

the service has been extremely positive with 99% of patients saying they would recommend the service to a friend or family member.

We also introduced our Enhanced Primary Care model across Fylde and Wyre in late 2016 and this has continued into 2017. The model includes the introduction of locally based Neighbourhood Care Teams who operate across four natural geographic areas on our patch. Alongside GPs, the teams provide support to people aged over 18 who are deemed to need some extra help to stay well. This could be because they have a long-term condition which isn't managed particularly well or it could be because of other factors in their life such as they live with a carer who appears to be under pressure.

Many people require healthcare services very rarely and when they do it can often be for a one-off minor ailment. We call this Episodic Care and have been working hard to make sure that when people do occasionally need healthcare advice or treatment that they can access this in a timely fashion and through the most appropriate source. One of our projects in this area has been the launch of our Pharmacy Plus Scheme which allows anybody living within Fylde and Wyre to access advice and treatment for a range of minor ailments at their local pharmacy instead of needing to book a GP appointment. To date, 26 local community pharmacies have signed up to this scheme and are now offering the service across the area.

Customer Care and Complaints

Midlands and Lancashire Commissioning Support Unit (the CSU) manage complaints on our behalf and also offer a Patient Advice and Liaison Service (PALS). We are committed to working with the CSU to provide the best service for patients, their families and carers. The CCG receive monthly reports from the CSU who deliver the Customer Care Service. These reports are presented to the CCG's Assurance Group and then escalated to the Quality, Information, Governance and Engagement Committee.

Quality and Performance

During 2016-17, the embedded CSU Quality Team within the CCG has worked to make consideration of Equality and Inclusion issues integral to the management of smaller provider contracts in a number of ways: Firstly, in preparation for the 2016-17 contract year, a set of 21 "Core Indicators" was developed, for inclusion in all smaller provider contracts, with the aim of assessing compliance with these key contract requirements in a standard and consistent manner. These indicators include the following:

Equality Impact Assessment (EIA): "All policies that are relevant to the commissioned service will be subject to an EIA process, to support compliance with the Equality Act 2010". This indicator requires quarterly reporting to the commissioner, including confirmation that an EIA process is in place for all policies relevant to the commissioned service, details of how policy EIA status is recorded (e.g. inclusion in a policy index or statement within each policy

document), details of any EIAs that have been updated during the quarter as a result of changes in the policy index and a completion plan for any EIAs still to be completed.

Provision of Information: "The provider will have systems in place to ensure that service users are given appropriate, accessible information about the service, in a timely manner, in formats that meet their needs". This indicator also requires quarterly reporting, including a summary of the systems used by the provider to develop and maintain suitable information for service users, including how often the information is reviewed, details of any requests during the quarter for information in accessible formats (e.g. large print, other languages etc.), details of any information requests during the quarter where communication support was required and a summary of any new information developed in the quarter including links to any online information and details of availability in other formats.

Potential service user privacy issues have also been addressed to some extent by the following Core Indicator:

Provision of Information (Use of Personal Data): "The provider will have systems in place to ensure that service users are given appropriate, accessible information about the processing of their personal data". This indicator requires quarterly reporting, including a summary of the systems used by the provider to develop and maintain relevant information for service users (covering what data are held (on computers and in writing) about service users; the purposes for which these data are held and processed; confidentiality principles and circumstances in which data may be shared) and copies of any leaflets, brochures and online sources that provide evidence that the provider is meeting the requirement.

In addition, a series of **Quality Assurance visits** to smaller providers was completed during 2016-17 (as a continuation of the 2015-16 visit programme), based on a review template which included the following questions to assess "patient-centred care" and focus on equality and inclusion issues:

- Does the provider ensure that service users receive sufficient, relevant and up to date information about the service?
- Does the service have arrangements in place to make information available for service users in alternative languages and formats?
- Has the service achieved certification in relation to the Information Standard?
- Has the provider ensured that all staff and volunteers working in the service have appropriate, up to date training in Equality and Diversity?
- Does the provider ensure that all service users receive care and treatment in a way that does not discriminate against them in relation to any of the Protected Characteristics defined via the Equality Act 2010?

Contracting

Workforce Disability Equality Standard (WDES) (NEW for 2017/18)

The NHS Equality and Diversity Council (EDC) have taken another pivotal step to advance equality within the NHS.

The Council has recommended that a Workforce Disability Equality Standard (WDES) should be mandated via the NHS Standard Contract in England from April 2018, with a preparatory year from 2017-18. NHS England has agreed to do so. The EDC has also agreed to support a programme of work to explain and support it. The Equality and Inclusion Team, MLCSU will be informing the CCG via the Assurance Group of any WDES updates.

Equality Performance of Providers

All NHS Providers which the CCG contracts with undertake the annual equality performance review using the NHS Equality Delivery System (EDS). The table below provides a snap shot view of the current position of each of main NHS providers for Fylde and Wyre CCG following a review of their websites.

Fylde and Wyre CCG is the Commissions Services from the following Providers	Equality Objectives	Published Equality Information in 2016/17	Undertaken EDS Grading in 2016/17	Accessible Information Standard	Published Work Force Race Equality Report 2016
Blackpool Teaching Hospitals NHS Foundation Trust					
Lancashire Care Foundation Trust					
Mersey Care NHS Foundation Trust					

North West Ambulance Service (NWAS)					
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Blackpool Teaching Hospitals NHS Foundation Trust

The Trust has focused on EDS Goal 2: Improved patient access and experience, Goal 3: A representative and supported workforce and Goal 4: Inclusive Leadership for 2016/17.

The public grading event took place in March 2017 and received an overall grade of 'Achieving' on Goal 2: Improved patient access and experience

Lancashire Care Foundation Trust (LCFT)

The Trust focused on EDS Goal 4 Inclusive Leadership for 2016/17 and received an overall grade of 'Excelling' at their grading assessment that took place in November 2016.

Mersey Care NHS Foundation Trust

The Trust has completed EDS for 2015/16 and set their equality priorities for 16/17.

The Trusts Equality Objectives are:

- 1 Explicit practical recognition of communities served
- 2 Delivering care that monitors possible discrimination routinely
- 3 Policy which directly addresses discrimination
- 4 Leadership development which explicitly includes equality analysis and monitoring

North West Ambulance Service NHS Trust (NWAS)

EDS: The Trust held an EDS event to seek external stakeholder feedback in November 2016 on the Trust self-assessment; the Trust also engaged with staff side and other internal groups in February 2017.

The Trust identified that there may be some benefit to including some more detail about the work that we are undertaking in the published WRES action plan to better demonstrate the work that is being carried out, the Trust is planning to present the WRES report for 2017 in a different format for 2017

Workforce Race Equality Standard Report: The Trust continues to progress a range of initiatives relating to recruitment and internal progression which it is hoped will impact across a range of protected characteristics, not solely race. One facet of this is the fixed-term appointment of a Recruitment Positive Action Officer, who is leading a pilot to increase the diversity, particularly relating to ethnicity, of those seeking to take the direct entry route at university to become a paramedic. The Trust will benefit from engaging with diverse

communities and finding out more about potential barriers to groups seeing NWS as an employer of choice.

One of the recommendations from the Kings' Fund Making the Difference report referred to equality and diversity training. It was clear that changes in behaviour come out of discussions, so it is imperative that Trust training on this matter is face-to-face, rather than online. A number of the Trust training packages have been updated but there will be further review to explore how training in this way can be facilitated when so much mandatory training is online.

The Health and Wellbeing strategy group continues to progress the agenda against abuse and violence. It also explores what support is available to staff.

Conclusion

The evidence set out in this annual report demonstrates that the CCG continues to make good progress towards its responsibilities showing 'due regard' to the way healthcare services are commissioned and delivered. Fylde and Wyre CCG is committed to making continuous improvements as a commissioner of services including:

- New community based services being developed
- Review of existing policies on a Pan Lancashire basis

As an employer the CCG will continue to monitor progress against the Equality Act 2010, the Public Sector Equality Duty and the CCG's new Equality Objectives. During 2017 we will need to consider new services and functions on a bigger footprint across the Fylde Coast and in some area Pan Lancashire across the Sustainable Transformation (STP) footprint from 2017 onwards. The evidence set out in this annual report demonstrates that Fylde and Wyre CCG continues to make good progress towards its responsibilities showing 'due regard' to the way healthcare services are commissioned and delivered.

Recommendations:

1. The CCG is requested to discuss and note the report.
2. Approve the report for publication on the CCG's website

This report has been produced by the:

Equality and Inclusion Team, Midlands and Lancashire Commissioning Support Unit

Date: April 2017

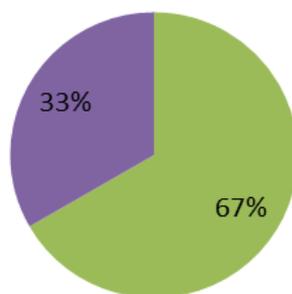
Appendix 1: Equality Delivery System Grading Results 2016/17

The CCG have received a reviewed grade for all four of the EDS outcomes as 'Achieving'.

The graders felt that through discussion that the CCG has excellent processes in place in relation to equality and inclusion, but felt that the CCG could provide more robust evidence for the delivery of services.

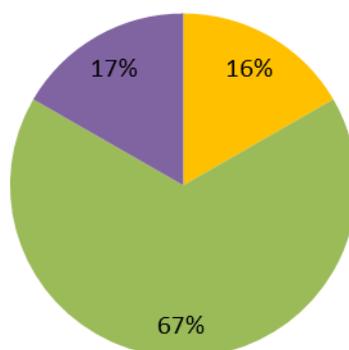
Goal 1 Outcome 1.1: Services are commissioned, procured, designed and delivered to meet the health needs of local communities

■ Undeveloping ■ Developing ■ Achieving ■ Excelling



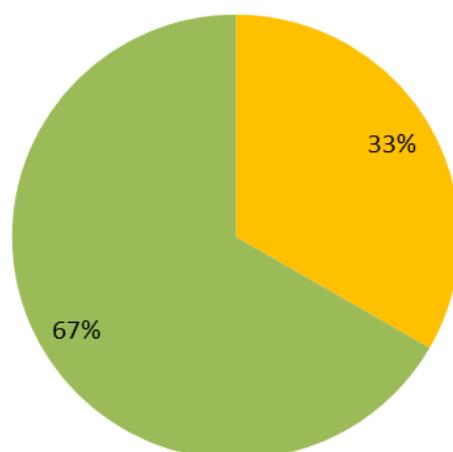
Goal 1 Outcome 1.2: Individual people's health needs are assessed and met in appropriate and effective ways

■ Undeveloping ■ Developing ■ Achieving ■ Excelling



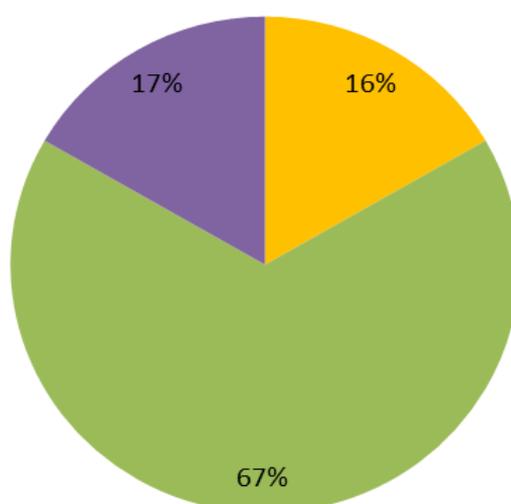
Goal 1 Outcome 1.5: Screening, vaccination and other health promotion services reach and benefit all local communities

■ Undeveloping ■ Developing ■ Achieving ■ Excelling



Goal 2 Outcome 2.3: People report positive experiences of the NHS

■ Undeveloping ■ Developing ■ Achieving ■ Excelling



Appendix 2: Overview of Fylde and Wyre CCG's Equality Delivery System Grading Results

Objective	Narrative	Outcome	2012	2013	2014	2015	2016
1. Better health outcomes	The NHS should achieve improvements in patient health, public health and patient safety for all, based on comprehensive evidence of needs and results	1.1 Services are commissioned, procured, designed and delivered to meet the health needs of local communities	Developing	Developing	Achieving	Achieving	Achieving
		1.2 Individual people's health needs are assessed and met in appropriate and effective ways	Developing	Developing	Achieving +	Achieving	Achieving
		1.3 Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed	Developing	Developing	Achieving +	Not graded in 2015	Not graded in 2016
		1.4 When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse	Developing	Achieving	Not graded in 2014	Not graded in 2015	Not graded in 2016
		1.5 Screening, vaccination and other health promotion services reach and benefit all local communities	Developing	New for 2014	Achieving	Not graded in 2015	Achieving
2. Improved patient access and experience	The NHS should improve accessibility and information, and deliver the right services that are targeted, useful, useable and used in order to improve patient experience	2.1 People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds	Developing	Developing	Developing +	Achieving +	Not graded in 2016
		2.2 People are informed and supported to be as involved as they wish to be in decisions about their care	Developing	Developing	Developing	Achieving	Not graded in 2016
		2.3 People report positive experiences of the NHS	Developing	Developing	Developing	Developing +	Achieving

		2.4 People's complaints about services are handled respectfully and efficiently	Developing	Developing	Achieving+	Not graded in 2015	Not graded in 2016
3. A representative and supported workforce	The NHS should increase the diversity and quality of the working lives of the paid and non-paid workforce, supporting all staff to better respond to patients' and communities' needs	3.1 Fair NHS recruitment and selection processes lead to a more representative workforce at all levels	Developing	Goals 3 & 4 graded in 2013	Achieving	Not graded in 2015	Not graded in 2016
		3.2 The NHS is committed to equal pay for work of equal value and expects employers to use equal pay audits to help fulfil their legal obligations	Developing	Not graded in 2014	Achieving	Not graded in 2015	Not graded in 2016
		3.3 Training and development opportunities are taken up and positively evaluated by all staff	Developing	Not graded in 2014	Achieving	Not graded in 2015	Not graded in 2016
		3.4 When at work, staff are free from abuse, harassment, bullying and violence from any source	Achieving	Not graded in 2014	Achieving	Not graded in 2015	Not grading in 2016
		3.5 Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives	Developing	Not graded in 2014	Excelling	Not graded in 2015	Not graded in 2016
		3.6 Staff report positive experiences of their membership of the workforce	Achieving	Not graded in 2014	Excelling	Not graded in 2015	Not graded in 2016
4. Inclusive leadership	NHS organisations should ensure that equality is everyone's business, and everyone is expected to take an active part, supported by the work of specialist equality leaders	4.1 Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations	Achieving	Not graded in 2014	Achieving	Not graded in 2015	Not graded in 2016
		4.2 Papers that come before the Board and other major Committees identify, equality related impacts including risks and say how these risks are managed	Developing	Not graded in 2014	Achieving	Not graded in 2015	Not graded in 2016
		4.3 Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from	Undeveloped this was a different outcome in	Not graded in 2014	Achieving	Not graded in 2015	Not graded in 2016

	and champions	discrimination	2013				
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Appendix 3: Equality Objectives Progress and actions

Equality Objectives	EDS Goal & Outcome	Progress in 2016/17	Actions for 2017/18	Lead on action	RAG
1. To have a robust Governance System	Goal 4 Inclusive leadership at all levels	<p>Inclusive Leadership: The CCG has identified the CCG's Lead Nurse as the Governing Body Leads for Equality and Inclusion and is supported by the Equality and Inclusion Team from Midlands and Lancashire Commissioning Support Unit (MLCSU). An Equality and Inclusion Business Partner, Equality and Inclusion Team, Midlands and Lancashire Commissioning Support Unit</p> <p>The CCG continue to utilise the Equality Impact and Risk Assessments (EIRA). EIRA's are undertaken on all decisions across all functions of the CCG using the Stage 1 EIRA screening tool and the Stage 2 EIRA full assessment which has been embedded into the CCGs Project Management Programme. The Fylde</p>	<p>EIRA Cover Sheet: A cover sheet will be prepared for each Equality Impact and Risk Assessment to capture the detail of the process.</p> <p>Publication of EIRA's on CCG website: all EIRA's to be published on CCG website unless the detail is sensitive.</p> <p>EIRA: The CCG will continue to utilise the progress for EIRA's to Equality Impact assessed everything that that CCG commissions, designs, procures any policies or procedures and on any decision making.</p>		

		Coast Vanguard Project has completed a number of EIRAs in the 12 months on Extensive Care, Enhanced Primary Care and Episodic Care.			
1. To have a robust Governance System	Goal 4 Inclusive leadership at all levels	<p>Equality and Inclusion Assurance Reports: The CCGs Assurance and the Quality Information Governance Executive Committee (QIGEC) receive regular Equality and Inclusion update reports for dissemination to the Quality and Improvement Committee and Governing Body meetings.</p> <p>Equality and Inclusion compliance is reported formally to the CCG quarterly:</p> <p>March – Annual Report</p> <p>June - Assurance Report</p> <p>June – Workrace Equality Standard Report</p> <p>September, October - EDS Report</p> <p>October - review of E&I Strategy</p> <p>December – Assurance Report</p>	<p>Equality and Inclusion quarterly reports to be produced and to attend E&I Business Partner to attend Assurance Group Committee Meetings and as when required to the QIGEC</p> <p>To continue to report compliance and assurance to the CCG</p>	<p>E&I Business Partner CSU</p> <p>E&I Business Partner CSU</p>	
2. To ensure the Executive Clinical Leads and the Board have the right knowledge and	Goal 4 – Inclusive leadership	The CCG's Governing Body undertake Equality and Diversity Mandatory Training normally every 3 years. This has now been changed to annually to ensure that the Board are knowledgeable regarding any new legislation for Equality or new	Equality and Diversity Training will be delivered by the Equality and Inclusion Team to Fylde and Wyre CCG Governing Body in January	<p>Corporate Affairs/ Governing Body Secretary</p>	

competencies to effectively lead on this agenda		Equality standards it also ensures that any new members of the Governing Body are aware of their Equality Duties.	2018.	E&I Business Partner CSU	
3. To ensure patients and carers are safely accessing services commissioned by the CCG	Goal 2 – Improved patient access and experience	<p>This is monitored by the Quality and Performance Team through contract reviews and the CCG formerly receive provider Quality Accounts.</p> <p>The CCGs Assurance and Governance Meeting consider patient safety as a standing item of the agenda, this includes safeguarding of all people including vulnerable adults and children, Hospital acquired infection rates and any remedial actions and the needs of people with Learning Disability.</p> <p>The CCG monitors its NHS providers EDS2 grading results which includes outcomes around patient safety</p> <p>The CCG now completes Quality Impact Assessments on all services being commissioned by the CCG</p> <p>Embedded into quality contracts for smaller providers E&I key performance indicators</p>		QIGEC	

<p>4. To meet the specific Equality Duty annually</p>	<p>Goal 3 – A representative and supported workforce</p> <p>Goal 1 – Better health outcomes</p>	<p>The CCG undertook the NHS staff survey and received very positive outcomes on all aspects of the surveys</p> <p>Equality training is provided for all staff of the CCG, via an e-learning module: Electronic Staff Record (EDR) e-learning provides a single point of access for all NHS staff with an ESR record to access national and local NHS e-Learning courses.</p> <p>The Equality and Diversity mandatory training uptake by CCG staff is reported quarterly to the CCG's Assurance Group meeting.</p> <p>All CCG staff undertake their Equality and Diversity training every three years.</p> <p>In 2016 the E&I Business Partner delivered two E&I Awareness Sessions plus a workshop on a Team Approach to Equality Impact and Risk Assessments (these sessions were well attended and were extra to the E&I mandatory training)</p> <p>The CCG is currently working with Lancashire LGBT to identify best practice against the LGBT quality mark. The audit tool also assist the CCG in identifying areas</p>	<p>Workforce Race Equality Standard (WRES) progress and WRES report will be completed by 1 May 2016</p> <p>During 2017 the CCG will focus on Goals 3 or 4 to support the mandated EDS and WRES, to support the CCG's new Equality Objectives</p> <p>The CCG staff will be offered an Equality Impact and Risk Assessment Workshop in the first financial quarter of the year. E&I Awareness session will also be provided for Staff during October and November 2017</p> <p>The progress of this piece of work will be reported on in the E&I Annual Report 2017/18</p>	<p>Equality Inclusion Business Partner and</p> <p>Corporate Affairs/ Governing Body Secretary</p> <p>E&I Business Partner CSU</p> <p>E&I Business Partner CSU</p>	
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		which may require a change of policy or practice, or that need to be incorporated into the CCG's business or operational planning or personal objectives for teams or staff members.			
5. To reduce unacceptable differences in the health (health inequalities) of people who live within Fylde and Wyre in line with the Health Inequality Duty set out in the Health and Social Care Act 2012	Goal 1 – Better health outcomes	The CCG takes into account the health profile of the population of Fylde and Wyre by incorporating intelligence from the Joint Strategic Needs Assessment. Services are continuously reviewed and the views of patients and services users are sought in service improvement. This will also be picked up as part of the Sustainability Transformation as part of the Healthier Lancashire work	The E&I Business Partner will complete some baseline engagement work on behalf of the CCG for EDS Goal 1: Outcome 1.3: Transitions from one service to another, for people on care pathway, are made smoothly with everyone well-formed. This engagement work will inform the CCG how the Accessible Information Standard has been implemented across health services within Fylde and Wyre	E&I Business Partner and CCG Engagement Manager	
6. To work toward reducing inequalities for people regardless of their; race, gender, age, sexual orientation, religious and philosophical beliefs, gender	Goal 1 – Better health outcomes	All NHS contracts have Equality and Human Rights explicitly built in. The CCG is currently developing 2017/18 commissioning intentions which will have equality analysis and human rights screening undertaken. The Assurance and Governance Group considers the compliance of its providers from an equality perspective. The Group	The Equality and Inclusion Strategy and CCG Equality Objectives will be reviewed in in October 2016 to bring in any new Equality Standards etc. The Equality and Inclusion Business Partner will continue to report to the CCG's	E&I Business Partner CSU	

<p>status, disability or ability, pregnancy, maternity status or their marriage and civil partnership status</p>		<p>receives quarterly reports which includes updates on the performance of their providers including outcomes of provider EDS grading.</p> <p>The GP Practices in the Fylde and Wyre area will also be offered the opportunity to be assessed with this audit to identify their performance across a range of indicators in providing services are inclusive of lesbian, gay, bisexual and trans (LGB&T) patients and staff. It also encourages GP Practices to identify actions that could be taken to improve the overall competence of the practice in working effectively with LGB&T people.</p>	<p>Assurance Group and the QIGEC</p> <p>The CCG will work with Lancashire LGBT to assess their performance against the quality mark criteria</p>	<p>E&I Business Partner CSU</p> <p>E&I Business Partner CSU & Community Engagement Manager</p>	
<p>7. To work towards reducing early deaths from conditions such as heart disease and cancer paying particular attention to groups of people who are most at risk</p>	<p>Goal 1 – Better health outcomes</p> <p>Goal 2 – Improved patient access and experience</p>	<p>EDS Goal 1 Outcome 1.1 and Outcome 1.2 stayed at Achieving, Goal 2 Outcome 2.3 moved to Achieving</p> <p>The CCG continues to work with key stakeholders and commissions a number of programmes to improve health and wellbeing of those at risk from heart disease and stroke for example workplace physical activity programmes. The CCG also commissions the Moving Forward project, a physical activity programme for cancer survivors.</p>	<p>The CCG will target health promotion messages with particular attention on reaching high risk groups of people. A number of commissioned projects will be monitored and evaluated.</p>		

Get in Touch

If you would like to be involved in the future work of NHS Fylde and Wyre Clinical Commissioning Group or would like to share your views on local health services, please contact us in any of the following ways

Go online: <http://www.fyldeandwyreccg.nhs.uk/areyouin/>

Email us: enquiries@fyldeandwyreccg.nhs.uk

Twitter: <https://twitter.com/fyldeandwyreccg>

Facebook: <https://www.facebook.com/fyldeandwyreccg>

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If you need this report in another format, for example, large print, audio tape or in another language, please call us on 01253 956