



# **Equality Mainstreaming Interim Progress Report up-to April 2019**

**March 2019**

## **NHS Fife's Corporate Equality and Human Rights Statement**

NHS Fife is committed to making health and care accessible by eliminating discrimination, promoting inclusion and ensuring a Human Rights based approach underpins all our functions and services.

Aithris Chorporra NHS Fhìobha air Cò-ionannachd agus  
Còraichean Daonna

Is e rùn NHS Fhìobha cothroman cùram-slàinte fhosgladh le bhith  
a' cur às do leth-bhreith, a' brosnachadh in-ghabhail agus a'  
dèanamh cinnteach gu bheil còraichean daonna mar bhun-stèidh  
nar n-uile gnìomh agus seirbheis.

NHS Fife provides accessible communication in a variety of formats including for people who are speakers of community languages, who require Easy Read versions, who speak BSL, read Braille or use Audio formats.

NHS Fife SMS text service number 07805800005 is available for people who have a hearing or speech impairment.

To find out more about accessible formats contact:  
[fife-UHB.EqualityandHumanRights@nhs.net](mailto:fife-UHB.EqualityandHumanRights@nhs.net)  
or phone 01592 729130

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# Foreword...

by Helen Wright, Director of Nursing  
Executive Lead for Equality and Human Rights



As the Executive Lead for Equality and Human Rights, I am pleased to present NHS Fife's Equality Mainstreaming Plan (2017-2021) Interim Progress Report. NHS Fife as a public authority must ensure that The General Equality Duty 2011 and the Specific Duties (Scotland) Regulations 2012 of the Equality Act 2010 are met and published as required.

This report aims to provide an update on progress towards delivering our corporate Equality Mainstreaming Plan (2017-2021), highlighting what difference the plan is making to our patients and service users and, to provide examples of how equality is being embedded through-out our organisation.

Co-production is used to drive that work to help shape and inform the future of health and care across Fife by listening and acting upon the voices of those representative of protected characteristics.

Using Human Rights - PANEL Principles (Participation, Accountability, Non-discrimination, Empowerment and Legality (reference only) we ensure that our work is person-centred, safe and effective. Our equality work is underpinned by the outcomes set-out in NHS Fife's Clinical Strategy (2015- 2021) as NHS Fife's key organisational driver.

We have taken steps to incorporate the Fairer Scotland Duty 2018 into our Equality Impact Assessments (EQIA) and reviewed our EQIA Toolkit for the organisation. In addition to this we developed a new EQIA training programme for staff and in 2018, we offered EQIA training to those members of the public who work with us on our Equality and Human Rights Strategy group to raise awareness and the importance of EQIA for our organisation.

Our workforce is an integral part of how we deliver health and care services across Fife and there has been a great deal of work carried out to promote career opportunities to our next generation of health and care workers in different settings.

Our workforce training continues to emphasise the importance of Equality and Human Rights, there has been revision to training topics such as Gypsy Travellers and Equality and Diversity e-learning modules. New training is being piloted too: Living with Hearing Loss, Deaf Communication, LGBTi+ to create more learning opportunities for staff. This new training utilises lived experience of communities and service users and is part of a new pilot equality and diversity programme called 'Equality Matters'.

If you would like to know more about our work on Equality Mainstreaming, please email [Fife-UHB.EqualityAndHumanRights@nhs.net](mailto:Fife-UHB.EqualityAndHumanRights@nhs.net)

A handwritten signature in black ink that reads "H. Wright". The signature is written in a cursive, flowing style.

# 1. Introduction

NHS Fife is delivering its Equality Mainstreaming Plan 2017-2021 in partnership with its Board, Senior Managers, staff, service users, patients and local communities.

This two year interim report highlights the work we have carried out so far in the delivery of the five high level equality outcomes that were set in 2017. To help inform this interim report we have:

- Carried out a revision of our current mainstreaming plan created in 2017
- Assessed what progress has been made with the plan up-to April 2019
- Reported on what differences the plan is making
- Who has been involved (patients/service users/staff) in the co-delivery of the plan
- Highlighted how we have used lived patient/service user experience to influence and inform improvement outcomes to the existing plan and to pilot new equality and participation work.
- Reported on our tackling health inequalities work

Our work also includes reporting on how we gather and use employee information; publishing gender pay gap information and the publication of a statement on equal pay.

We have also provided an update on our Board membership composition. This has also changed over the past two years (see page 8) this information is gathered and submitted to the Scottish Government for monitoring.

[NHS Fife Equality and Mainstreaming Plan \(2017-2021\)](#)

## 2. Providing Health and Care across Fife

NHS Fife has a population of 368,080 (approx) with a diverse mix of communities of interest and socio-economic groups.

There is one Health Board and one Local Authority, Fife Council. Fife's Health and Social Care Partnership (including Primary Care) sits between the two parent organisations.

### 2.1 Fife's Health and Social Care Partnership-Joining Up Care Programme

**Fife Health  
& Social Care  
Partnership**



Supporting the people of Fife together

The Partnership is currently delivering a major transformational change programme called 'Joining Up Care', the programme concentrates on work to improve the use of Community Hospitals, development of Community Wells in locality settings and improvements to out-of-hours urgent care access for Fife's population. Addressing health inequality is an integral part of the transformational work

being carried out.

Full EQIA's have been carried out on each of the three projects.

## 2.2 Major Change Programme – Acute Division

At the heart of Site Optimisation Programme are five key workstreams which will undertake specific projects, with multiple pieces of work running across the programme at any one time, with short-term, medium-term and longer-term deadlines.



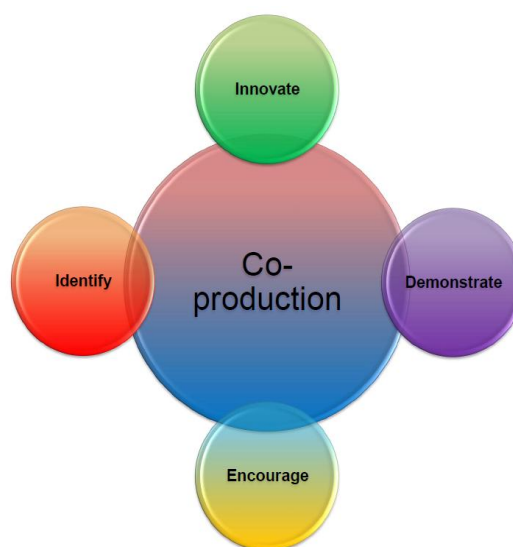
The aim of the Site Utilisation workstream is to effectively utilise the facilities with an initial focus on bed modelling and bed reconfiguration followed by theatres. This is a two year programme and will be delivered in phases.

The four projects that make up the 'Site Optimisation' Programme:

- Site Management
- Front Door Flow
- Women and Children
- Cancer Services, all four projects were EQIA'd to maximise the positive impact on those most affected by the change from protected characteristics.

**3. Co-production** is fundamental to the delivery of the current equality mainstreaming plan. The outcomes gained from a co-productive relationship between staff and service users/ patients have considerable benefits for NHS Fife.

We recognise the value and contribution that our service users, patients (either representing them or others in their communities) and staff bring in helping to shape and inform our services, functions and policies.



This collaborative working between service users and professionals is key to the delivery of the current mainstreaming plan i.e. Fife BSL Plan, NHS Fife LGBTi+ Action Plan, Fife's Health and Social Care Partnership's Gypsy Traveller Steering Group–Action Plan.

A new pilot 'Equality Matters' involves new ways of working with group's representative of equalities in Fife. As a result of this new work we have already seen improvements across the organisation in areas such as Volunteering and Advocacy.

We have also had three new co-produced equality projects developed for:

- Young Carers
- People with sensory impairments (Paging Coasters)
- Community Language and BSL users (Interpreter on Wheels Pilot)

The pilot also involves bringing together a number of national NHS initiatives such as: What Matters to You Day, You Said, We Did and Care Opinion.

### **Using co-production to shape and develop staff training**

We have started to pilot new approach to staff training under the 'Equality Matters' pilot. This is to complement the existing range of Equality and Human Rights training currently available (see page 13).

## **4. Mainstreaming Equality**



The NHS is founded in equality, it involves every staff member, patient, contractor, visitor, volunteer ,etc and applies to every area of NHS Fife's day-to-day activities; shaping its policies, delivering its services and implementing its employee practices and, assists in developing its workforce.

The General Duty of the Equality Act 2010 requires NHS Fife to:

- 1. Eliminate unlawful discrimination, harassment and victimisation and any other conduct that is prohibited under this Act.**
- 2. Advance equality of opportunity between people who share a protected characteristic and those who do not.**
- 3. Foster good relations between people who share a relevant protected characteristic and those who do not share it.**

The core areas of The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 requires NHS Fife to:

- Report on progress on mainstreaming the equality duty**
- Publish equality outcomes and report on progress**
- Gather and use employee information**
- Publish gender pay gap information**
- Publish statements on equal pay including occupational segregation information**

We have taken steps to ensure that the **Fairer Scotland Duty 2018** is now an integral part of the Equality Impact Assessment process (EQIA) that we carry out as an organisation by reviewing and updating our EQIA Toolkit to include the new Duty. Staff can access an EQIA training programme which also covers the new Duty.

The Commission for Equality and Human Rights regularly monitors authorities' compliance with the Equality Act 2010, et al and have produced a series of 'Measuring up?' Reports, which highlights areas for improvements across all the public sector authorities in Scotland.

NHS Fife has taken into account all the recommendations and good practice areas mentioned by the Commission within the 'Improving Equality Outcomes Project' Report that they produced in March 2015.

## 5. NHS Fife Board Composition (update)

NHS Fife Board has seen several changes take place from March 2017 to March 2018.

### Board Sex Equality ratio:

- Two female Non-Executive Members left the Board in 2017 along with one female Director in 2018
- Two male Non-Executive members left in 2018 and one Stakeholder member in 2017

### The Board membership in March 2019 is composite of:

- Chair – Female
- Chief Executive – Male
- Non-Executive Members – four female , three male (one vacancy)
- Stakeholder Members – two female, one male
- Executive Members- four female

## 6. Workforce Update

(NHS Fife Human Resources Department)



### 6.1 Employment & Employee Information

NHS Fife greatly values the contribution of its employees in the delivery of health services to local communities. As an employer we are committed to equality and treating our staff with the dignity, respect and consideration, helping staff reach their full potential at work.

### 6.2 Employment Monitoring

In line with the Equality, Diversity and Human Rights Policy, the range of equalities monitoring and reporting systems has been implemented within NHS Fife. Gaps persist however in respect to specific characteristics and NHS Fife will be looking to progress the recommendations from a short life working group, established by the NHS HR Directors Group and the NHS Equality and Diversity Lead Network, which was tasked to assess current practice in order to recommend improvements which would increase the quality and consistency of staff equality data collection, use and reporting across NHS Scotland. Key to the success of these recommendations is the roll out of the electronic Employee Support System, to be introduced throughout 2019.

### 6.3 Equal Pay

NHS Fife is committed to the principles of equality of opportunity in employment, and in line with the Equal Pay Statement, believes staff should receive equal pay for the same or broadly similar work, or work rated as equivalent and for work of equal value, regardless of their protected characteristic. To achieve this pay systems require to be transparent, based on objective criteria and free from unlawful bias. Information relating to the Equal



Pay Audit, Occupational Segregation and the Equal Pay Statement can be found on our website.

## 6.4 Workforce Data

NHS Fife publishes an annual workforce plan formatted in accordance with the Scottish Governments “Revised Workforce Planning Guidance”, CEL 32 (Scottish Government, 2011). Equalities monitoring workforce data will be published along with the Workforce Plan in July 2019.

## 7. Role of the Equality and Human Rights Strategy Group



The Equality and Human Rights Strategy Group is made-up of staff, staff-side representation and members of the public representative of protected characteristics.

This group supports the organisation to meet the legal requirements of the Equality Act 2010 and has a key role in ensuring that our mainstreaming plan is delivered.

This group oversees progress towards the five high level health equality outcomes which are delivered in partnership and involves key stakeholders that are either representative of people from protected characteristics or individuals representative of equality community groups in Fife.

The Equality and Human Rights Strategy Group’s remit is to:

- Ensure that lived experience of service users/patients and staff is utilised to inform and guide the equality work of the organisation.
- Supports mainstreaming developments and initiatives i.e. equality training, sharing of examples of practice across the organisation, equality blogs, using case studies to drive improvements around equality and diversity.
- Monitors and reviews any of the Equality Outcome Action Plans in relation to the delivery of the Equality and Mainstreaming Plan 2017-2021.
- Consults and discusses equality data monitoring and any advises on any subsequent actions that maybe required to improve outcomes for those with protected characteristics.
- Ensures that partnership working and learning is integral to how the organisation embeds Equality and Human Rights.
- Discusses areas of inequality and what approaches can be taken to address gaps.
- Discusses any workforce issues in relation to equality: recruitment, retention, pay, etc.

As a group, we have created new monitoring processes to ensure that the mainstreaming of NHS Fife’s plan is embedded firmly within the culture of the organisation.

The group also has a dedicated staff side representative who is proactive in working in partnership with the members of the group and reports directly in to the Staff Side – Area Partnership Forum which enables a flow of dialogue to take place between the groups.

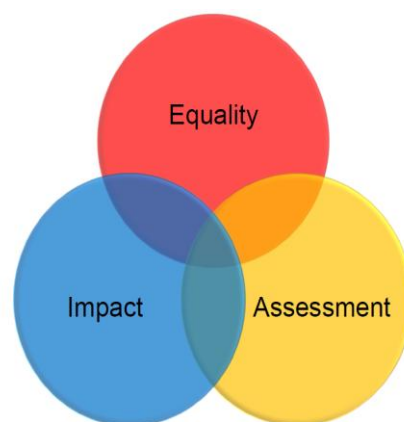
The group is due to be reviewed in 2020 in line with the development of the next Equality Mainstreaming Plan.

## 8. Equality Impact Assessments

### What did we set out to do?

NHS Fife carries out Equality Impact Assessments (EQIA) and is one of the main ways that equality is mainstreamed across the organisation.

Over 2017 -18 NHS Fife's Equality Impact Assessment Toolkit was reviewed, updated and re-launched for January 2018 with a new EQIA training programme set-up (training took place every month throughout 2018, new programme will be in place for 2019). The Equality and Participation Team maintains a register of EQIA lead assessors for the organisation, this allows updates and publications about EQIA's to be disseminated to help inform learning and support the completion of EQIA's.



In June 2018, the EQIA Toolkit was updated to reflect the Fairer Scotland Duty 2018 and new sections were added into the EQIA Standard Impact Assessment in response to the launch of the new Public Sector Duty.

The EQIA Toolkit is published and regularly promoted via the Equality Blog and Despatches on the staff intranet.

An audit has been completed of all EQIA's that have been undertaken out during 2017 and in 2018.

EQIA's are published regularly on our website [NHS Fife - Equality and Human Rights](#)

### What difference is it making?

The number of completed EQIA's has steadily increased within the organisation. This is based on audit that the Equality and Human Rights Team carried out comparing EQIA data from 2017 – 2018. We have involved people from protected characteristics by offering the same EQIA training that we ask staff to undertake and by consulting on any EQIA's being carried out. This has helped inform and drive key equality considerations and improvements for work around service change and redesign, policies and other functions.

Our EQIA training is open to all staff and our staff side, in 2018 members of the public who work with us across our various functions were also invited to take part in the training. Two members of the public have taken-up the opportunity so far.

- The number of trained EQIA assessors has increased significantly for the organisation based on information gathered from the same time period as above.
- A performance indicator is in place to ensure that mainstreaming of EQIA's can be compared on a year by year basis. An audit of completed EQIA's has been carried out

comparing 2017 and 2018 data, this will allow the organisation to monitor the wide range of EQIA's that NHS Fife carries out and identify improvements to the process.

- Some of Fife's GP Practices are also engaging and undertaking NHS Fife training to better understand what the EQIA process is and how it can be used to develop better communication supports for their patients in their practices.

## Next steps

We will continue to monitor and audit our EQIA process and seek to make changes and improvements when they are identified. Contained within the toolkit is a feedback form that staff can submit should any improvement be identified.

## 9. Equality Monitoring and Governance

### What did we set out to do?

The Equality and Human Rights Strategy Group have established equality monitoring processes which involve:

- The setting up of an equality programme tracker and outcome reporting mechanisms to help monitor progress with the delivery of the plan and celebrate milestones achieved.
- Creation of an equality dashboard to help gather and present information from our various systems capturing Complaints, Concerns, Compliments, Risks and Incidents that relate directly to Equality and Diversity.

### What difference is it making?

- The dashboard creates transparency about what key themes are emerging for NHS Fife and its ongoing equality work.
- Some of the key themes identified are already being tackled through the five health improvement outcomes of the current mainstreaming plan. The Dashboard can be used to review and discuss any further potential improvements and actions that need to be addressed by the Equality and Human Rights Strategy Group. These actions / improvements are then recorded and are monitored via the equality mainstreaming plan programme tracker.
- ISD reported that for March 2018 that NHS Fife is now one of the top performing Boards in Scotland for Ethnicity reporting.

#### Improvement in recording of Race Incidents

Specific provision has been made within the DATIX recording system, through a range of drop down options, which enable Staff to highlight their perception that the incident is motivated by hatred. These incidents are flagged for Lead Officer for Community Safety and the Equality and Participation Co-ordinator who can advise staff and managers and where necessary signpost the victim to Occupational Health services or referral to external support agencies or staff listening service. This information is then fed back to the Violence and Aggression Group and Equality and Human Rights Strategy Group for discussion and recommendations if required .

*Community Safety Lead Officer, NHS Fife*

## 10. Public Procurement-Review

NHS Fife is **'treating suppliers equally and without discrimination'** Equality is considered throughout its tendering processes and complies with all legislative aspects of procurement as required under 'The Procurement Reform Act' and two pieces of legislation that came into force in 2016:

- The Public Contracts (Scotland) Regulations 2015 and
- The Procurement (Scotland) Regulations 2016

During 2018, NHS Fife Procurement reviewed its existing policies and procedures and, carried out an EQIA on the reviewed documentation.

Procurement has reviewed its Procurement statement and has re-published it on the NHS Fife Website.

## 11. Equality Matters (Pilot)- Co-production examples

**What have we done so far?**

### Equality Matters (pilot) Pop-up Awareness Sessions

NHS Fife has been working with service users, patients and community groups to pilot a new equality public awareness

programme called 'Equality Matters'. We have supported groups and individuals who wish to raise awareness of a wide range of equality issues to develop materials and resources to deliver pop-up sessions.

To date the pilot has been centred around the Acute Division , however, the next stage for the pilot is to enable the pop-ups to take place in Community Hospitals settings in 2019 and then potentially into the new Community Wells being rolled out in Fife.



Examples of the pop-sessions that have been piloted are:

- Living with Hearing Loss (pop-up stand)
- Hearing Link Training sessions
- Being Deaf awareness (pop-up stand)
- Deaf Awareness Training
- LGBTi+ Health Grand Round
- LGBTi+ 'get involved' (pop-up stand)
- Scottish Stammering (Fife) Group (pop-up stand)
- Living with a Stoma and Internal Pouch (pop-up stand)
- Young Carers – Grand Round



## Using Lived Experience - Staff Training Sessions

We have also delivered deaf awareness and Living with Hearing loss training sessions to staff, with a view to offering more formal BSL training during 2019/2020.

The evaluation and feedback from the pilot sessions that have been delivered so far indicates that the learning has been significant for participants. Using lived experience at the core of the sessions has been at the forefront of the comments made by staff as this has helped to inform and illustrate challenges faced by services and patients.

## Improvement Projects

We have co-developed three improvement projects with local equality support groups in Fife.

**Paging Coasters Project – for people with sensory impairments:** this project is about trialling two sets of paging coasters (one in A&E and the other in a Speech and Language Therapy Clinic) to help address an ongoing issue that people are having about not hearing their name being called in patient waiting areas. The paging coasters can vibrate, flash or make a low noise, depending on the patients needs.

**Interpreter on Wheels -** This is a large scale project is aimed at BSL and Community Language users. This is an electronic device that can provide instant face-to-face or telephone interpreting using the patient WIFI, depending on the patients and staff members needs. Currently being trialled in the Acute Division, the device is evaluating very highly from the feedback provided by patients and staff.



### Not all disabilities are visible

A major improvement is to be implemented as a result of a piece of work on hidden disabilities. For 'What Matters to You Day' in 2018, NHS Fife worked with the Fife Branch of the National Ileostomy and Internal Pouch Association to help raise awareness of the condition.

The awareness work centred on an experience that the Chair of the Fife group shared at a public participation network meeting. The Chair talked about someone with a hidden disability being challenged after using a 'disabled toilet' (the toilet had a wheelchair symbol on it). The person using the disabled toilet had been verbally abused and felt very distressed after the experience.

The Fife IA support group and the Equality and Human Rights team worked together and in conjunction with Grace Warnock (Scots Young Person of the Year 2018) to promote 'Grace's Sign', the sign promotes accessible toilet signage in public areas. We linked the planning and activity for this work to 'What Matters to You Day' for 2018. Fife IA designed a questionnaire and a poster for their pop-up session, NHS Fife helped with the design

and the content of the various communications. Fife IA and the Equality and Human Rights team also co-produced the evaluation report, which was published on the NHS Fife website.

The work for this has resulted in NHS Fife committing to replacing old 'disabled toilet signage' to 'accessible toilet signage' across all of our hospital sites. The replacement signage is due to take place in 2019. The preferred new signage is currently still out for consultation.

## What difference is it making?

### Equality Matters (Pilot)



All the work for the pilot has evaluated highly with the public and staff, our evaluation reports are co-produced and published on the NHS Fife website. The groups that are working with us are being supported to design questionnaires to help gather information on their topic, this is helping us as an organisation to identify equality improvements.

Other areas where we have utilised lived experience is patient stories and experiences, groups we have been working with have delivered sessions during the 'Grand Round' sessions to help inform and illustrate the challenges faced by patients and service users from protected characteristics.

More recently we have been working with a patient, using their experience to highlight the challenges around disabled parking at hospitals. We have created a communication piece that highlights the impact that this has on various hospital appointments that the patient needs to attend.

By working together with the people and groups who represent their communities or areas of shared experience in Fife, we have been able to develop a fairly robust pilot programme using existing resources.

### What are the next steps?

The next step is to continue developing the Equality Matters (pilot) Programme working in partnership with local community groups and people who feel under-represented from an equality perspective.



We have already started this work but have identified that we have a gap in terms of our Young People's work (Race) and this is currently being worked up into a new piece of work.

New pop-up sessions are being introduced in 2019: Advocacy and a series of pop-ups for the theme for 2019 'What Matters to You Day - 'values and beliefs that matter to me'. We will be working with various Equality groups across Fife to gather information on the theme and invite people to a larger scale event in June 2019.

The Equality and Human Rights team is currently working on developing a dataset that will start to measure staff, public awareness and impact of the Equality Matters programme once the pilot is been evaluated.

There is a great deal of potential to further develop the Equality Matters programme into sustainable, long term commitment to the mainstreaming of equality across the organisation and will be something that can be considered when developing the next mainstreaming plan.

## 12. Development of the Equality and Human Rights Blog

### **Equality BLOG**

#### **What have we done so far?**

We have developed a communication platform to promote and raise awareness of Equality mainstreaming areas for NHS Fife.

The Equality and Human Rights team created a blog page to help share information around good practice, highlight topical Equality and Human Rights issues, share patient experiences focused on our equality improvement work and highlight work towards delivering the mainstreaming plan. Some of the topics covered in the Blog have been; refugee crisis (Amnesty International), Interpreter on Wheels Pilot, Living with Hearing Loss (Hard of Hearing Groups in Fife) and recruitment to NHS Fife's LGBTi+ Working Group and other hidden disabilities topics.

#### **What difference is it making?**

The Equality and Human Rights Blog is highly popular and the number of hits on each topic remains consistently high. This often generates enquires from staff and members of the public. Ideas for other topics are suggested by staff and public members and we have used the Blog to share patient experiences where there has been an Equality aspect to the patient story. This often resonates with other people and as a result there is better understanding of how Equality and Diversity issues impact on our patients and service users.

This work often shared across NHS Fife's social media accounts : Website, Twitter and Facebook pages.

## What are the next steps?

We will continue to gather the views and suggestions of members of the public and staff generated through the Blogs to help inform and drive our Equality Matters pop-up programme.

NHS Fife is installing a new website platform. The Equality and Human Rights section will be improved and redesigned with service user/ patient involvement.

New improvement outcomes for our equality work as a result of this pilot work will continue to be developed and co-produced with the people most affected.

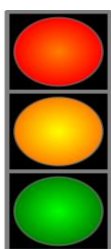
## 13. Delivering existing Equality Mainstreaming Outcomes (2017-2021)

NHS Fife published five high level equality outcomes in 2017 in consultation with key stakeholders from local equality and diversity groups as well as third sector groups and staff.

We have set-out below some examples of the work we have carried out-to-date aligned to the current Equality and Mainstreaming Plan 2017-2021



### 13.1 Equality Outcome 1 – patients with a disability are supported to effectively manage their own health



#### Re-launch of ‘My Hospital Passport’

##### What have we done so far?

NHS Fife launched a revised support document for patients or service users called ‘**My Hospital Passport**’. The resource was refreshed during 2018 by Fife’s Health and Social Care Partnership and the Acute Division of NHS Fife.

The passport which originated from a piece of work around Learning Disability Services (LD) has been adapted to create a generic document that has the potential to help support people with a wide range of communication supports needs.

##### What difference is it making?

The Hospital Passport is a patient -held record that enables patients/ service users to identify their care and support needs in advance of any scheduled or unplanned care stay, planned appointments or A&E visits. The passport is providing a clear means for patients and service users to communicate their individual needs to staff. Improvements to the design and content of the Hospital Passport has been made based on feedback.



## **What are our next steps?**

Patients/service users who use the Hospital Passport are to have 'alerts' added to their electronic patient records to further ensure that patients support needs are flagged up to staff.

## **Promoting Mental Health and Well-being**

### **What have we done so far?**

**Improving access Psychological Services Resources** – NHS Fife's Moodcafe' website is in the process of developing a range of psychological resources in different formats for BSL users and people with other types of sensory impairments. These resources will be available on-line and supporting materials will also be available in different formats i.e. Braille, etc.

### **What difference is it making?**

The development of the new BSL resources will help to improve the accessibility for the Deaf community in Fife people to psychological resources to help improve personal mental health and well-being.

The development work has been supported by funding from Fife's Health and Social Care Partnership, See Hear Strategy Group. In March 2019, the group's work was nominated for a national sensory impairment award for supporting a range of new innovative projects across Fife.

### **What are our next steps?**

Complete the production of BSL psychology resources (and in other formats) by 2020.

Monitor the number of requests for resources /information materials during 2019-2020.

## **BSL Drop-Ins for Health Complaints/ Concerns / Compliments**

### **What have we done so far?**

In September 2018, as part of NHS Fife's BSL plan, the Equality and Human Rights Team worked in partnership with Fife's Health and Social Care Partnership to set-up a series of BSL Health drop-in's to specifically collect health service complaints or concerns from the local Deaf community.

The sessions are held the first Monday every month and patients/ service users are texted out in advance of the sessions. The Equality and Participation Co-ordinator meets with anyone seeking support and helps facilitate the person to make a complaint or raise a

concern. In turn, NHS Fife has seen its number of compliments and enquiries rise from the changes.

### **What difference is it making?**

We have been working very closely with the Deaf Community in Fife to identify and review our complaints procedure to ensure that there is easy access and facilitate opportunities to make a complaint, raise a concern or to highlight where NHS Fife are getting it right for the Deaf Community.

As a result of this work the Equality and Human Rights team has worked very closely with the Fife deaf community to co-create a sensory impairment technology project. This work is aligned to the BSL Action Plan for Fife.

The improvement work is impacting on service change and how we work with the Deaf Community around including people with sensory impairments within our wider public participation work.

During 2018 we worked with the Fife Deaf Community to ensure that:

- Participation and inclusion in EQIA work being carried - out by NHS Fife and Fife's Health and Social Care Partnership
- Participation in NHS Fife Annual Board Review
- Consultation on transformational work
- Consultation group for Interpreter on Wheels pilot (for BSL)
- Consultation re work to improving 'patient calling systems' (paging coasters pilot)

### **What are our next steps?**

The BSL complaints procedure for NHS Fife is to be reviewed and updated to reflect the accessibility to the health drop-ins for complaints/ concerns and compliments. This will then be shared and publicised on the National BSL Act Facebook page as well as NHS Fife's own website pages and across our social networking sites.

We will also look to review our public participation group involvement with the Deaf community and seek to make changes and offer more opportunities to Deaf people of all ages to be involved with our groups.

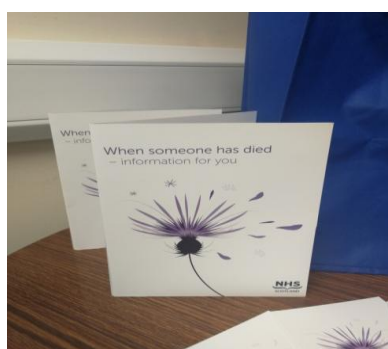
## 13.2 Equality Outcome 2 – Spiritual needs of patients are met

[Mark Evans, Head of Spiritual Care and Bereavement Lead for NHS Fife]

### What did we set out to do?

The Department of Spiritual Care set out to complete two major developments in 2018. One was the completion and launch of NHS Fife's first Fife-wide Spiritual Care Policy.

The policy promotes person-centred Spiritual Care that is safe, accessible, caring and compassionate. The policy also affirms the importance of spiritual care and outlines the responsibilities of all staff.



This ensures that staff has awareness of: the religious and cultural needs of patients should be adhered to; personal beliefs and faith of the patient are respected; and highlights the importance of spiritual care as a core dimension of Person Centred Care; integral to a patient's journey and quality experience.

The second major development was the launch of a set of bereavement resources, including the provision of the national information pack for people who experience bereavement. The pack contains a booklet highlighting the practical steps the bereaved are required to undertake following a death, as well as information about support groups and other useful resources.

Respect Cards have been created as a visual indicator to 'visiting staff' that a death has occurred on the ward.

Respect Bags for the deceased's possessions range from a small pocket sized bag for personal items such as jewellery, to larger bags for items such as clothing.

### What difference is it making?

The Spiritual Care Policy raises awareness to all NHS Fife staff of the importance of Spiritual Care for patients, service users and staff. Spirituality is an important part of a person's journey and can impact a person's wellbeing. As such the policy and procedures explains why Spiritual Care is essential, and why staff should recognise and support appropriate care.

The Bereavement resources support the delivery of sensitive care of the deceased, the bereaved and staff. The Respect Resources can help those who are bereaved to start that process of grieving, and as a resource to help focus and open up a conversation about bereavement and loss which is part of the grieving process.

## What are our next steps?

The Fife-wide policy on Spiritual Care will be regularly promoted to remind staff of how important a subject this is for many patients and service users.

The Bereavement resources will continue to be rolled-out through the organisation.

## 13.3 Outcome 3 - Health of Gypsy Traveller Community is improved

[Dianne Williamson, Senior Health Promotion Officer, Fife Health and Social Care Partnership, Health Improvement Team]



### What have we done so far?

The Gypsy Traveller Steering Group has continued its work in developing a comprehensive local action plan for the delivery of this high level outcome. To help with this work the membership of the local steering group has widened to encompass key services.

Led by Dianne Williamson, the steering group has hosted two national meetings, one of which is the first national network meeting for services working to include and reduce inequalities for Gypsy Travellers.

The Steering group has also been involved in supporting the drafting of national key priorities and national action plans.

Health Promotion Service has recently increased the accessible and health promotion materials for this community. This work will continue.

There has also been a refresh of the on line learning module for staff, with a new version of the E Learning module to be available soon.

### What difference is it making?

- Increased access to resources for Gypsy Travellers
- More partnership and integration of agendas
- Providing inclusion into mainstream strategy and objective setting
- Increased knowledge and awareness of health issues
- Networked other national boards across Scotland and third sector organisations

### What are our next steps?

- Add to the development of the local on site facility
- Increase staff awareness of online training including staff working out with NHS Fife
- Take forward the Fife Gypsy Travellers action plan.

## 13.4 Outcome 4 – LGBTi+ people experience improved services

### Work with Transgender Fife Group

#### What have we done so far?

In 2018, Transgender Fife Group became key representatives on NHS Fife's LGBTi+ Working Group and are involved in providing advice and support in reviewing and identifying key actions for the organisation aligned to work around improving the patient experience of patients who identify as being LGBTi+.



The group so far have reviewed NHS Fife's transgender information (Sexual Health Service) have formed links with NSS Transgender Group, as the Fife healthcare representatives (service users). The reps have also contributed to the planning for events and the development of a LGBT+ leaflet for staff and members of the public.

#### What difference is it making?

The Transgender Fife Group's confidence in working with NHS Fife working groups has increased significantly over 2018. The group are keen to help inform and guide NHS Fife's equality work around Transgender issues , particularly around Primary Care Transgender referrals. As a result of this joint working , there has been some significant improvements identified to help improve knowledge and information for anyone seeking Gender reassignment.

#### What are our next steps?

- Increase the number of engagement and consultation opportunities taken up by Transgender Fife Group.
- Continue to review information available on Transgender referrals on NHS Fife website and make the necessary changes

### Development of NHS Fife LGBTi+ Working Group

#### What did we set out to do?

In 2018, NHS Fife set-up its first LGBTi+ Working Group. The group is made up of local support groups, staff members, members of the public and volunteers most of whom identify as being LGBTi+.

The group is responsible for the delivery of this high level outcome of NHS Fife's Equality and Mainstreaming Plan to 'Improve the patient experience of people who are LGBTi+'. The group has developed an action plan that addresses areas of:

- Staff training and development ( promotion of existing e-learning modules and new training and awareness session using lived experience)
- Resource Development
- Supporting local LGBTi+ events (Fife Pride, Fife Centre of Equalities, etc)
- Development of NHS Fife LGBTi+ Research projects
- Reduce health inequality across Fife

### **What difference is it making?**

An action plan that is in place addresses a number of health inequality issues related to LGBTi+ patient experiences. This is being used to help identify a number of improvements for LGBTi+ communities:

- Staff training and awareness for 'important discussions' around gender identify and terminology.
- Review of LGBTi+ website information and signposting to support services
- LGBTi+ older people support needs for those that are in care
- Young people who are LGBTi+ and identify also as having disabilities
- Health Promotion targeted towards women who are Lesbian
- New SLA in place with the Terrance Higgins Trust

A key action of the group is to develop an information LGBTi+ leaflet for staff and members of the public, this has been a cross generational piece of work with the award winning KAHOOT (Kirkcaldy High School LGBTi+ youth group) and NHS Fife's LGBTi+ Group.

The leaflet that is in development has had input from Stonewall Scotland as well as Fife Centre for Equalities and Fife's Health and Social Care Partnership – Health Promotion Service. The leaflet aims to explain LGBTi+ terms and definitions, signposting to support services and other key information.

The stakeholders involved in the work have reported that the action plan is very much working towards achieving the improvement outcomes set by the group. The impact of the improvements cannot be assessed at the moment as this is a new working group.

### **What are our next steps?**

The working group are developing a piece of research around the care experience of LGBTi+ older people in care homes (local authority and private). The work will be delivered in partnership with Scottish Care, University of Dundee and Fife's Health and Social Care Partnership.

- Completion of LGBTi+ leaflet by end of March 2019
- Completion of research project and report produced by March 2021
- Delivery of LGBTi+ awareness (x 4) pilot training sessions from groups with lived experience by March 2020.

## 13.5 Outcome 5 – the Workforce reflects the diversity of the local population

[Mig Braid, Allied Health Professional Practice Education Lead]



### Improving Youth Employment Opportunities

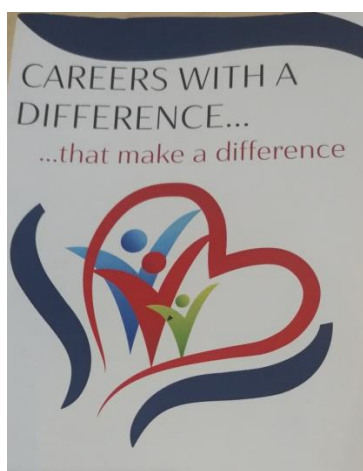
#### What have we done so far?

An important part of Allied Health Professionals (AHP) recruitment and retention is to ensure that the up and coming workforce are aware of the AHPs as a future career option. The AHP Practice Education Lead (AHP PEL) was tasked with exploring a model to recruit/market the AHP services to school age children. It was felt appropriate to target pupils prior to them choosing their subjects at the end of their second year (S2) as by fifth and sixth year they have picked their subjects and applying for their chosen university course. S5 and S6 pupils can approach the health board to arrange a visit to the appropriate department as it is an expectation from the universities that prospective students would have visited appropriate areas.

The AHP PEL organised 3 events to be held within 3 different hospitals in Fife to ensure all high schools had an opportunity to attend. A process was established to promote the opportunity to all the schools:

- AHP PEL sent all high schools information on the opportunity along with a video link, developed by NHS Fife, outlining the different Allied Health Professions.
- The schools were requested to show the video at a second year assembly. Interested pupils were asked to complete a questionnaire and from this the schools selected appropriate pupils.

#### What difference is it making?



In total 198 second year pupils attended the events. Victoria hospital had representation from Dietitian, Podiatry Physiotherapy Paramedics Orthoptist Orthotist and prosthetist Speech and Language Therapy, radiography and occupational therapy. Queen Margaret Hospital had The AHPs attending are orthoptist, dietitian, orthotist and prosthetist, radiography, podiatry, physiotherapist, occupational therapist and speech and language therapist. Stratheden Hospital had orthoptist, dietitian, physiotherapist, radiography, music therapy and paramedics.

An evaluation form was completed by all pupils attending and feedback has been very positive as the quotes below verify:-

“Try and become a physiotherapist”

“You have to be good at talking to people for all the jobs”

“Show information to my parents”

Go online and tell people what AHPs do”

“I learned about people with speech disorders and why they have them”

“Learn, study hard and achieve my goal to help others”.

### **Next Steps**

NHS Fife actively seeks to recruit younger people to its workforce many of whom are directly employed or start with Volunteering within the organisation.

## **Centre of Inclusive Living - NHS Fife Graduate Placements**

### **What have we done so far?**

Since 2016, NHS Fife has hosted graduate trainee placements from the Centre of Inclusive Living (GCIL) within IMPACT. The GCIL is a third sector organisation that is run by disabled people for disabled people and offers a broad range of support in areas such as; training, housing advice, pay, etc and has an innovative professional careers programme which offers up to two years work experience with full salary in Boards across Scotland.

### **What difference is it making?**

NHS Fife is committed to taking part in national initiatives that actively promotes inclusion and diversity within the workforce. The graduate trainee placement helps to develop the graduate’s confidence and skills in a work setting.

One of our placements joined the Medicines Efficiencies Project in 2017 , an area which the graduate was familiar with due to their Degree in Pharmacy. This person made the transition into full time employment during the placement period.

### **What are our next steps?**

NHS Fife will continue to offer Graduate placements into 2019 and beyond.

NHS Fife will continue to seek to promote career and training opportunities to people 16-24 years to help improve its young people workforce numbers.

Shirley Ballingall  
Equality and Participation Coordinator



## Appendix 1 - Mainstreaming Plan - Programme Tracker Overview

### Outcome 1: Patients living with a disability are supported to effectively manage their own health

What did we set out to do?	What we have done so far?	Progress made towards Mainstreaming
<b>Provide accessible communication training for staff</b>	Provide 10 x accessible communication training sessions to staff by 2021	<p>Delivery of 4 x Communication Training sessions for staff up-to March 2019 on Deaf Awareness and Hearing Link ( living with hearing loss)</p> <p>Training sessions are being delivered as part of a new 'Equality Matters' pilot model. A potential funding stream has been identified to help deliver more training sessions to staff during 2019-2021, the training sessions will continue to co-delivered using professional staff and patients/ service users with lived experience</p> <p>62 people trained - Easy Read training workshops to staff (SLT)</p>
What did we set out to do?	What we have done so far?	Progress made towards Mainstreaming
<b>Write an accessible communication policy and produce guidance for staff by 2020</b>	In August 2018 the current policy and guidance documents were revised and initial changes/ improvements were identified , the document is due to go out for consultation in 2019.	NHS Fife are in process of setting up of an 'Information development and management' public group, this group's role and remit will feature in the revised policy and procedures
<b>Provide health literacy training for staff by 2021</b>	In August 2018 a Health Literacy Group was set-up by Public Health to oversee the development of Health Literature including materials and training to staff	<p>This new group has been established to oversee a number of new initiatives that involves the role out health literacy training to staff.</p> <p>A new strategic governance group called ' Accessible Communication' has a Terms of Reference and Project Brief agreed and ready for launch in March 2019. The Health Literacy Group will report into this strategic group</p>

What did we set out to do?	What we have done so far?	Progress made towards Mainstreaming
<p><b>Improve awareness and preparation for the needs of disabled patients prior to their attendance</b></p>	<p>Review of Hospital Admission documentation to revise section on the disabilities with an emphasis on communication supports by May 2019.</p>	<p>This work is still being progressed however, initial consultation has taken place with regard to changes in documentation</p>
	<p>Development of multi sensory Psychological resources for Moodcafe website by March 2019.</p>	<p>The website page is being monitored for hits and first data report is due May 2019.</p>
	<p>Development of BSL Local Action Plan – review and creation of new BSL resources for service users by October 2018.</p>	<p>The BSL plan is published in October 2018. Delivery of the plan monitored by a partnership / multi agency group.</p>
	<p>Local disability groups engaged with to help design and create awareness raising materials of disabilities (particularly hidden disabilities) as part of a new pilot participation programme called ‘Equality Matters’ as well as deliver active participation pop-up sessions in hospital settings –pilot ends June 2019</p> <p>Community groups have been assisted to develop and deliver pop-up sessions in community settings (Community Hubs) via HSCP (Jan 2018 onwards – pilot due to conclude April 2020)</p>	<p>This pilot work is evaluating well and full evaluation report will be completed in July/ August 2019.</p> <p>Sessions delivered <b>2018:</b></p> <ul style="list-style-type: none"> <li>• Living with Hearing loss</li> <li>• Deaf / Deaf Blind Communication Support</li> <li>• Youth LGBTi+ Grand Round</li> <li>• Hidden Disabilities – ‘not all disabilities are visible’</li> <li>• Young Carer’s – Grand Round</li> <li>• Scottish Stammering Network</li> <li>• Hearing Link Scotland</li> </ul> <p><b>2019</b></p> <ul style="list-style-type: none"> <li>• Advocacy awareness</li> <li>• Beliefs and</li> <li>• Hearing Loss</li> <li>• Deaf Awareness</li> <li>• Hidden Disability</li> </ul>
<p><b>Improve awareness and preparation for the needs of disabled</b></p>	<p>Delivery of Phase 1 &amp; 2 of Interpreter on Wheels electronic devices: to provide staff and patients with face to face and</p>	<p>Phase 1 of this pilot project evaluated very highly amongst service users and staff . Phase 2 started in December 2018 and will run up-till May 2019</p>

<b>patients prior to their attendance</b>	telephone interpreting supports 24/7 hour emergency cover by August (2018) and May 2019 respectively	Phase 1 evaluation report completed and published by September 2018
	Phase 1 – July 2018 – August 2018 Phase 2 – December 2018 – April 2019	
	Creation of easy read 'Contact Scotland' guidance for Deaf Community in Fife by December 2018	In May 2018, new guide for Deaf Patients was designed and created by Equality and Human Rights Team
	Roll out of NHS Scotland Communication Support Cards	Awaiting date for roll out from HIS
<b>What did we set out to do?</b>	<b>What we have done so far?</b>	<b>Progress made towards Mainstreaming</b>
<b>To Improve accessibility to facilities for people with a disability</b>	Dementia service users and their carers to assist in completing an assessment of readability and accessibility of signage across all Hospital sites using the 'Innovations in Dementia' access audit toolkit	Hospital Signage Assessments started in 2018 <ul style="list-style-type: none"> <li>• 2017- Glenrothes Hospital</li> <li>• 2018 – Adamson Hospital</li> <li>• 2019 – Victoria Hospital</li> <li>• 2019 – Queen Margaret Hospital</li> <li>• 2020 – Other Community Hospitals (as part of Joining –Up Care Programme)</li> </ul> Final report of suggested improvements to be submitted to the E&HR Strategy group in September 2019
	A Disabled toilet signage audit has been completed across all hospital sites	Audit completed –results published Improvements agreed by NHS Fife Board
	Audit the accessibility and functionality of loop systems and maintenance of these	Audit Completed by Equality and Human Rights Team / action publish locations and improvements
	Promote Deaf Awareness Week 2018, 2019 and 2020 to improve staff knowledge and public awareness on an	<ul style="list-style-type: none"> <li>• See Hear Strategy Group and Deaf Communication Service along with NHS Fife Audiology Department awarded funding to roll-out this work.</li> <li>• Heard of Hearing Groups to roll-out pop up sessions as per agreed NHS</li> </ul>

	annual basis	Fife action plan for Sensory Impairments.
	Estates and facilities refurbishment work – Loop Systems by December 2018	<ul style="list-style-type: none"> <li>Estates and Facilities made significant improvements to Loop Systems during refurbishment work being carried out at VHK . 3 new meeting rooms with new equipment. Tested and positive feedback received from patients/ sensory impairments.</li> <li>Two annual audits plus evaluation report completed (2017 and 2018) repairs and replacement loop systems completed.</li> </ul>
	Change disabled toilet signage to 'accessible toilet' signage by September 2019	Improvement work well underway to change old 'disabled' signage to new toilet accessible toilet signage. New signage is out for consultation to members of the public .

## Outcome 2- Spiritual needs of patients are met

What did we set out to do?	What we have done so far?	Progress made towards Mainstreaming
<b>Ensure that spiritual needs are identified</b>	Review of Religion and Belief monitoring on Datix by 2020	Discussion has taken place about what will be required in terms of changes and data recording.
	Develop and launch of new Bereavement Resources by December 2018	New bereavement resources aimed at staff and public launched and promoted in October 2018.
	Development of Spiritual Care Policy and Procedures by September 2018	Completed and approved in September 2018, policy published same month
	Review and assessment of accommodation in Community Hospitals to provide prayer rooms by 2021	This work has been factored the Estates review of Community Hospitals is due to be completed by 2020

### Outcome 3- Health of Gypsy Traveller is improved

What did we set out to do?	What we have done so far?	Progress made towards Mainstreaming
<p>To Improve access to services by 2021</p> <p><b>Coordinate approach</b></p>	E-Learning Gypsy Traveller Module training – refresh	<ul style="list-style-type: none"> <li>• Training model being refreshed over 2018/ 19 by multi agency group.</li> <li>• 62 NHS Fife staff completed the existing training in 2018</li> </ul>
	Work to improve community involvement and engagement	<ul style="list-style-type: none"> <li>• Ongoing work with site residents</li> <li>• Work with services to ensure that they consider involvement in service evaluations and redesign, etc</li> <li>• 7<sup>th</sup> May 2018 , host ‘what matters to you’ with partners, promoting health and various services</li> </ul>
	Continue to create partnerships with other public sector and third sector agencies	<ul style="list-style-type: none"> <li>• Evaluate the effectiveness of the Gypsy Travellers Steering Group Partnership – Sept 2018</li> <li>• Conduct an Equality Impact Assessment- the EQIA was conducted in 2017 and led to the revision of the current G/T action plan</li> </ul>
	Coordinate services	Consultation with one site will be supported during the ‘what matters to you?’ day on 7 <sup>th</sup> June 2018
<p><b>Improving Health Outcomes</b></p>	Understanding Spiritual needs and care	Link with local belief or spiritual care organisations and NHS Fife chaplaincy service to provide access to belief /faith services for those in hospital settings – 2018 -2021
	Access to health and health promotion	<ul style="list-style-type: none"> <li>• Assess current levels of registration at local GP’s 2018 -2021</li> <li>• Increase awareness of how to register at local GP’s, providing accessible formats and information</li> <li>• Immunisation teas have been contacted re providing on site immunisations</li> </ul>
	Establish partnerships with Adult Basic education	As part of the community hub development we will scope out the ABE needs and build on the opportunity to incorporate health into any program 2017- 2021
	Access to carers support	Regular visiting on sites made by Carers Centre, with caseloads – 2021
	Improving access and provision of general dentist services	<ul style="list-style-type: none"> <li>• Flyers sent to site and distributed to promote my attendance before each visit.</li> <li>• Engaging with both new and existing residents to facilitate dental</li> </ul>

	Improve knowledge of and access to general dental services and oral health improvement	<p>registration and improved oral health outcomes.</p> <ul style="list-style-type: none"> <li>• Supply of toothpaste and toothbrushes facilitated and replenished at site office as required- 2017 onwards</li> </ul>
<b>Improving Health Outcomes</b>	<p>Improving access and provision of general dental services.</p> <p>To improve knowledge of &amp; access to general dental services and oral health improvement</p>	<ul style="list-style-type: none"> <li>• Flyers sent to site and distributed to promote my attendance before each visit.</li> <li>• Engaging with both new and existing residents to facilitate dental registration and improved oral health outcomes.</li> <li>• Supply of toothpaste and toothbrushes facilitated and replenished at site office as required.</li> <li>• Will contact 'GATE TEAM' in the New Year to explore possible partnership working.</li> </ul>
	<p>Improving access and provision of general dental services.</p> <p>To improve knowledge of &amp; access to general dental services and oral health improvement.</p>	Contact maintained with Lesley Corio on approx quarterly basis – visits to site on an ADHOC basis 2017- 2021
	<p>Improving access and provision of general dental services.</p> <p>To improve knowledge of &amp; access to general dental services and oral health improvement.</p>	Work underway to establish links
<b>Ensure that Gypsy Travellers have access to / increased uptake of health promotion and preventative services</b>	Ensure screening services accessible for Gypsy/Travellers (e.g. breast screening, cervical screening, etc).	<p>Potential health concerns picked up and addressed at earlier stage.</p> <ul style="list-style-type: none"> <li>• Promotion of bowel screening on sites</li> <li>• Targeted promotion of screening campaigns</li> <li>• Raise issue of follow up care with national screening group 2017- 2021</li> </ul>
	Ensure Gypsy/Travellers children have access to immunisation.	<ul style="list-style-type: none"> <li>• Increased immunisation of Gypsy/Travellers children</li> <li>• Promote health protection messages about immunisations and screening</li> </ul>

	Ensure Gypsy & Traveller have access to stop smoking services	<ul style="list-style-type: none"> <li>Promote stop smoking services</li> <li>Provide a face to face session raising awareness of stop smoking services</li> <li>Ensure stop smoking services are recording ethnicity and address any inequitable access via promotion and provision</li> </ul>
	Ensure Gypsy & Traveller men have improved access to Well Man type services.	<ul style="list-style-type: none"> <li>Scope out services which are aimed at improving mens health</li> </ul>
	Ensure Gypsy & Traveller women have improved access to ante-natal care.	<ul style="list-style-type: none"> <li>Contact maternity services and children's services explore improvements to access to anti natal and post natal care</li> <li>Promote use of the maternal website</li> <li>Share contact details of community midwifery team to ensure improved relations and access to midwifery</li> </ul>
	Ensure Gypsy/Travellers access to health promotion materials, advice and support.	<ul style="list-style-type: none"> <li>HPS IRC dept to scope out the range of available accessible materials and information which can be used on the site.</li> </ul>
	Promoting mental health and wellbeing	<ul style="list-style-type: none"> <li>Mental health nurses continue to visit on site assessing and supporting patients.</li> </ul>
<b>Communication</b>		<ul style="list-style-type: none"> <li>Develop an information pack with Gypsy/Travellers about the services.</li> <li>Guidance for Services to support them to provide information to Gypsy / Travellers.</li> <li>Evidence of more accessible means of communication</li> </ul>
	Advocacy	<ul style="list-style-type: none"> <li>Awareness of citizen and independent advocacy</li> <li>Support for advocacy providers to understand and address advocacy needs</li> </ul>
<b>Staff</b>	Staff training and awareness	<ul style="list-style-type: none"> <li>Promote module via linking it to additional e learning, staff induction and other methods of learning for staff to increase uptake.</li> <li>Review E learning module</li> <li>Uptake of module by other agencies and services</li> </ul>
	Set a cultural competency framework	<ul style="list-style-type: none"> <li>Embed into HPS training program as a supplementary learning program</li> </ul>

	Review ways of promoting cultural awareness to staff	<ul style="list-style-type: none"> <li>To develop or ascertain a useable framework which will support staff knowledge and skills</li> </ul>
	Improve awareness of appropriate terminology and appropriate language	<ul style="list-style-type: none"> <li>Plan and promote a campaign to promote Gypsy Traveller health to staff and visitors throughout NHS Fife.</li> </ul>
	Ensure staff safety and governance	<ul style="list-style-type: none"> <li>Embed an element of terminology into ongoing training and learning opportunities.</li> </ul>
	Use data more effectively both NHS Fife and Fife Council	<ul style="list-style-type: none"> <li>Establish direct links with housing to ensure all communications are received</li> <li>Promote routes of communication as part of all GT learning and training for staff</li> <li>Include reference to the established information sharing arrangements at training opportunities</li> <li>Support staff awareness of policy and support available for staff safety and governance</li> </ul>
	Develop positive and proactive links to embed actions in other services work plans	<ul style="list-style-type: none"> <li>Collate and Analyse Gypsy Travellers access to health via E health systems with a view to understanding Gypsy Travellers locally used routes into health.</li> <li>Promote disclosure of ethnicity</li> </ul>
	Work with partners to identify Gypsy Travellers in Fife currently not living on sites or known in housing, including those arriving here from other European countries.	<ul style="list-style-type: none"> <li>Conduct a Roma health needs assessment</li> <li>Share findings with EQHR strategy group, housing, local community planning and other forums etc</li> </ul>
		<ul style="list-style-type: none"> <li>Develop work with community planning partners and housing to ensure we reach those not living on sites</li> </ul>



## Outcome 4 – LGBTi people experience improved services

What did we set out to do?	What we have done so far?	Progress made towards Mainstreaming
LGBTi+ people experience improved services	Project team identified and project plan created by December 2017	<ul style="list-style-type: none"> <li>• Project Plan completed and recruitment for the working group completed by February 2018. This included staff recruitment to working group as well as service users , particularly hard to reach LGBTi groups.</li> <li>• Stonewall representation on group</li> <li>• Links with National LGBT group established</li> <li>• Outcomes and set of measure agreed</li> </ul>
	New LGBTi resources being designed BY 2020	<ul style="list-style-type: none"> <li>• Award winning youth group KAHOOT (Kirkcaldy High School) and Transgender Fife are working with NHS Fife to help designing new resources for staff and public on LGBTi+ terms and definitions</li> <li>• Measures agreed</li> <li>• Consultation stakeholders identified</li> </ul>
	Older People LGBTi Care Home Research BY 2021	<ul style="list-style-type: none"> <li>• Discussions underway with University of Dundee and Scottish Care</li> <li>• Project brief created</li> <li>• Funding source identified</li> </ul>
	Increased LGBTi+ participation in consultation and development opportunities by July 2019	<ul style="list-style-type: none"> <li>• Recruitment to P&amp;EN</li> <li>• Review of P&amp;EN taking place by June 2019</li> <li>• Recruitment by June 2019</li> </ul>
	Development of LGBTi Staff Training and Awareness –Equality Matters pilot by April 2020	Staff Awareness training being delivered by KAHOOT (X 3 sessions) using lived experience
	Grand Round LGBTi presentation in 2018, 2019, 2020	Delivery of 3 x Grand Round presentations in 2018, 2019, 2020
	Sexual Health Service- development	SLA developed between Terrence Higgins Trust and Fife’s Health and Social Care Partnership to, outcomes agreed.

	of improved BBV Services	
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#### Outcome 4 – The workforce reflects the diversity of the local population

What did we set out to do?	What we have done so far?	Progress made towards Mainstreaming
To improve access to work for those members of the local population who are distant from the labour market as a consequence of factors including age or health status	Delivery of High School AHP careers recruitment sessions by end of September 2018	Sessions delivered to High Schools across Fife and evaluation completed
	Interpreter on Wheels pilot – device used to help support recruitment and retention of staff who use BSL during 2018 / 2019	Interpreter on Wheels utilised with current and new staff members as part of the pilot to help support staff enter employment and to maintain communications supports between staff members.
	Continue to offer placements under the Glasgow Centre for Inclusive Learning	Placements are evaluated after each placement for learning