

## Local Interest Group Feedback – Southampton (January 2012) / Hampshire (February 2012) University Hospital Southampton NHS Foundation Trust (UHS)

### General comments

Please refer to the overall UHS self-assessment document, 'Equality Delivery System – summary of grades' published as at 31 January 2012.

Local interest group meetings / workshops were attended by a good selection of individuals representing the 9 protected characteristics. The sessions were based on using a 'patient pathway' questionnaire and also general discussion with personal stories to share. The following summarises this feedback against specific Goals/Factors as appropriate.

The next step is to develop Strategic & Delivery objectives and to develop further working relationships & involvement with the Local interest groups in moving these forward.

### Key themes

<ul style="list-style-type: none"> <li>➤ Education on cultural needs and diversity</li> <li>➤ Customer care – focus on regard and respect</li> <li>➤ Young carers – respect &amp; awareness</li> <li>➤ Training for PAH midwives</li> <li>➤ Bereavement services</li> </ul>	<ul style="list-style-type: none"> <li>➤ Communication</li> <li>➤ Discharge</li> <li>➤ Car Parking</li> <li>➤ Awareness of Trans-Gender and needs</li> <li>➤ Awareness of care for the Elderly</li> </ul>
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### Goal 1 – Better health outcomes for all

<u>Outcome</u>	<u>UHS Rating</u>	<u>Local interest group ratings</u>	<u>Local Interest group Comments</u>
1.1 Services are commissioned, designed and procured to meet the health needs of local communities, promote well-being, and reduce health inequalities	Developing	n/a	Commissioners must be inclusive and monitor providers on Equality Delivery System
1.2 Individual patients' health needs are assessed, and resulting services provided, in appropriate and effective ways	Developing	X4 amber X3 green X4 purple	Generally very positive on individual requirements. Individual needs are met more though can be what suits the service rather than the individual. Religious & cultural needs are considered mostly by staff – practitioners more 'geared up' in terms of knowledge.

**Goal 2 – Improved patient access and experience**

<u>Outcome</u>	<u>UHS Rating</u>	<u>Local interest group ratings</u>	<u>Local Interest group Comments</u>
2.1 Patients, carers and communities can readily access services, and should not be denied access on unreasonable grounds	Developing	X1 green X4 ambers X2 reds X4 purple	System confusing / Text reminders good though elderly may not have a phone. No choice given on making appointments / not aware of Choose & Book Good experiences noted in Emergency dept. / 2 back operations good / Midwife appointments very good & local Surestart good Parking – impossible & costly & no direct public transport
2.2 Patients are informed and supported to be as involved as they wish to be in their diagnoses and decisions about their care, and to exercise choice about treatments and places of treatment	Developing	X1 red X5 amber X7 green X5 purple	Clear information and explain as necessary. Good use of interpreters & no complaints with meeting language needs Can talk in medical terms/jargon Not always told enough about care & treatment – vagueness. Options were offered and support given with choices
2.3 Patients and carers report positive experiences of their treatment and care outcomes and of being listened to and respected and of how their privacy and dignity is prioritised	Developing	X4 amber X2 green X6 purple	Have noticed improvements in ability of staff to listen. Can be short staffed & take time to respond to a call bell. Agency staff need training in privacy and dignity Felt appropriate care given in maternity, emergency dept – however GP letters do not always follow through fast enough. Focus on discharge & follow up needed
2.4 Patients' and carers' complaints about services, and subsequent claims for redress, should be handled respectfully and efficiently	Developing	Some 'no grades' given X1 amber X1 purple	Never had any complaints but would know how to cascade complaints. PALs excellent Did complain once & did not get a satisfactory response

**Goal 3 – Empowered, engaged and well-supported staff**

<u>Outcome</u>	<u>UHS Rating</u>	<u>Local interest group ratings</u>	<u>Local Interest group Comments</u>
3.3 Through support, training, personal development and performance appraisal, staff are confident and competent to do their work, so that services are commissioned or provided appropriately	Developing	X6 purple X4 amber X1 green	Experience shows very variable from person to person and characteristic to characteristic. Individual situations are dealt with appropriately.

**Goal 4 – Inclusive leadership at all levels**

<u>Outcome</u>	<u>UHS Rating</u>	<u>Local interest group ratings</u>	<u>Local Interest group Comments</u>
4.1 Boards and senior leaders conduct and plan their business so that equality is advanced, and good relations fostered, within their organisations	Developing	X1 amber X1 red Some 'no grades' given	Need leadership to ensure patients respect each other. Some more aware of what is going on than others.

Grading system

Underdeveloped	RED
Developing	AMBER
Achieving	GREEN
Excelling	PURPLE