

## Department of Health – Equality Delivery System

### GOALS AND OUTCOMES

Goal	Narrative : The NHS is asked to ...	Outcome
1. Better health outcomes for all	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, provided and contractually monitored so that they meet the needs of all patients and local communities
		1.2 Public health outcomes are measurable, substantive and are developed through evidence-based strategies, developed with the involvement of patients and local communities
		1.3 Patient safety outcomes are demonstrating measurable increases across all equality target groups, with the active participation of staff and managers engaging with patient groups and involving local communities
2. Improved patient access and experience	Improve accessibility and information, and deliver the right services that are targeted, useful, useable and used in order to improve patient experience	2.1 Patients and communities are affectively accessing services, taking into account barriers that historically hinder equality of access
		2.2 Patients and communities are provided with appropriate communications support and information about services, so that they can make informed choices and be assured of diagnoses and treatments tailored to their needs
		2.3 Patients report positive experiences of the NHS, where they are listened to and respected, and the services they receive are safe, effective and personalised to their specific needs
3 Beyond compliance	Put effective governance processes in place to assure sustained compliance with the requirements of the Equality Act and continual innovation in best practice	3.1 An evidence-based and outcome-focused Equality Strategy is in place, targeting adverse outcomes and discrimination, while addressing both the organisation's business priorities and the requirements of the Equality Act
		3.2 Equality data and other evidence are used so that all outcomes are measurable, and the impacts of policies, services and functions can be identified and evaluated for all groups
4. Workforce – the NHS as a fair employer	Increase the diversity and quality of the working lives of the workforce, supporting all staff to better respond to patients' and communities' needs	4.1 A diverse workforce more accurately reflects the local population, at all levels including board level
		4.2 The workforce is confident, competent and feels empowered to deliver appropriate and, accessible services, and improved patient experience for all communities
		4.3 The workplace is free from actual and potential discrimination -from recruitment to retirement - and all staff are able to fully realise their potential
5 Inclusive leadership at all levels	Ensure that throughout the organisation, equality is everyone's business, and everyone is expected to take an active part, supported by the work of specialist equality leaders and champions	5.1 Corporate leadership champions and assures equality outcomes within the organisation and the local health economy
		5.2 The organisation develops and supports equality leaders and champions from among its workforce