



We **all** want the same things

It's our **needs** that are different

## A Fairer NHSGGC 2016-20

NHS Greater Glasgow & Clyde has just published 'A Fairer NHSGGC 2016 -20' which reports on how we've been meeting the requirements of equality legislation.

### What the law means for us

Equalities law affects all of us. Not just because it's everyone's responsibility to ensure our patients are treated fairly – but because we are all protected too.

The law protects us with regard to our age, sex, ethnicity and sexual orientation. It also protects us if we are disabled, have a religion or belief or have reassigned our gender. These are called 'protected characteristics' and in NHSGGC, we also include social class issues such as poverty in this list.

### What's been happening in NHSGGC

We all want the same things from our NHS, such as understanding, respect and compassion, but we know that for some people, this is not happening.

With the help of staff and patients, we identified key areas where more work was required to meet the needs of all our service users.

We have now -

- established the largest in-house interpreting service in the UK
- trained nearly a third of our workforce in aspects of inequality
- helped access £20 million for patients through referrals to money advice and debt assistance
- carried out hundreds of Equality Impact Assessments across the organisation to ensure we are planning services to meet everyone's needs
- improved access in and around the new Queen Elizabeth University Hospitals, including footpath surfaces, external lighting and signage
- employed people with learning disabilities through Project SEARCH



## What you've told us

It's clear that most NHSGGC staff understand the link between inequalities and health. In a staff survey earlier this year, 86% of you stated that by doing more to tackle discrimination we would improve patient health. In particular, you said that we should be doing more to help our older patients and those struggling with poverty.

You also said we're getting better at recognising and responding to the health effects of discrimination. However, there is clearly still much to be done.

*A lot more has to be done for staff and patients in terms of accessibility within Glasgow hospitals.*

*As a disabled person, I constantly face challenges every day at work.*

*People in poverty in particular are missing out on services - some cannot even afford to get to clinics.*

*Despite work having been undertaken in this area, LGBT people still have to deal with presumed heterosexuality.*

## What will happen next

In addition to listening to staff, we have engaged with hundreds of people from equality groups to help us understand how we can improve our services. This has helped shape our 'equality outcomes' - what we want to achieve over the next 4 years.

This includes:

- removing barriers to hospital services for disabled people and those experiencing poverty
- always providing communication support for British Sign Language users
- improving access to hospital services for migrants, refugees and asylum seekers
- recognising patients' health needs as a result of gender-based violence, money worries and experience of racial discrimination
- ensuring managers know how to support their disabled staff by making reasonable adjustments
- challenging discrimination towards lesbian, gay, bisexual and transgender patients and staff

To read the full Fairer NHSGGC 2016-20 documents, or to find out more information about any of the above, go to [www.equality.scot.nhs.uk](http://www.equality.scot.nhs.uk) or contact the Corporate Inequalities Team on 0141 201 4560.

Health and Social Care Partnerships have their own mainstreaming and equality outcomes reports. To find out more ask your manager.

**Make sure you know...**

***How to book an interpreter***

Tel: 0141 347 8811

Email: [interpretingservice@ggc.scot.nhs.uk](mailto:interpretingservice@ggc.scot.nhs.uk)

***How to get your info into other formats and languages***

Hit the Clear to All icon on your desktop and find your local staff lead



***The kind of access support your patient might need***

You may not always get advance notice - if in doubt, ask your patient

***How to assist your patient with money worries***

See Staff Guidance on Money Worries at

[www.equality.scot.nhs.uk](http://www.equality.scot.nhs.uk)

***How you can learn more about equalities and health***

Go to [www.equality.scot.nhs.uk](http://www.equality.scot.nhs.uk) If you can't find what you need, contact us.



NHS Greater Glasgow and Clyde

**Corporate Inequalities Team**

JB Russel House

Gartnavel Royal Hospital

1055 Great Western Road

Glasgow G12 0XH

**Telephone: 0141 201 4560**