

EDS2 – Trust & Stakeholder Assessment, 2014

'Better Health Outcomes'	King's – Current / On-going Actions		Lead
1.1 Services are commissioned, procured, designed and delivered to meet the health needs of local communities	Service Specific Dementia CQUIN Improving Communication CQUIN; TALK Medication Review CQUIN Care Planning/Bundles CQUIN; COPD Bundle at PRUH HIV telemedicine CQUIN / SH24 Surgical checklist CQUIN – Care planning for children CQUIN – short gut in children See attached schedule for detail of how projects address EDS2 requirements	Trust wide Improving Communication CQUINs; Discharge Summaries KHP on-line/access to patient records Safety Thermometer CQUIN; pressure ulcers & falls Transfer of Care projects Alcohol & Smoking CQUIN Infrastructure measures Physical Access Transport Language support Feeding support EIAs	Fiona Nicholls
1.2 Individual people's health needs are assessed and met in appropriate and effective ways			Fiona Nicholls
1.3 Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed			Fiona Nicholls
1.4 When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse			Fiona Nicholls
1.5 Screening, vaccination and other health promotion services reach and benefit all local communities			Fiona Nicholls
'Improved patient access and 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		Fiona Nicholls	
2.2 People are informed and supported to be as involved as they wish to be in decisions about their care	<ul style="list-style-type: none"> - Regular monitoring of patient satisfaction with 'involvement in their care' via patient feedback surveys - Continue pilot of Macmillan value based standards on selected wards - Promote involving patients in their care through staff training e.g. use of patient video stories, patient comments - Quality priority on discharge: increased focus on involving patients in decisions about their discharge - 	Jessica Bush/Helen Day	
	<ul style="list-style-type: none"> - Commit 2 Care: Standardised care planning documentation to be introduced trust-wide will include section for patient or carer/relative to sign to say that their care plan has been explained to them and that 	Richard Lloyd Booth / Helen Day	

	they have been involved in the development of that care plan.	
2.3 People report positive experiences of the NHS	<p>Regular review of demographic data by the Patient Experience Committee to identify and manage any significant discrepancies by protected characteristics</p> <ul style="list-style-type: none"> - Engagement of protected groups in engagement on service reconfiguration 	
	<ul style="list-style-type: none"> - Ensure that expanded national Friends and Family Test survey collects demographic data in line with NHS England guidance 	Jessica Bush
2.4 People's complaints about services are handled respectfully and efficiently	<ul style="list-style-type: none"> - Effective PALS and Complaints service covering all sites - Triage system – allows concerns and complaints to be dealt with in a way in which the patient/complainant wishes, e.g. PALS try to sort the problem out quickly, provide information - Provide range of ways to raise concerns, including face-to-face, telephone, online form, email, letter - Information and support available, i.e. advocacy services, interpreting services, bereavement services - Complaint Handling Evaluation(ongoing) to inform continuous improvement 	Sophie Dalton/Cathy Varley
	<ul style="list-style-type: none"> - Ensure that complaints are dealt with in a timely manner and in line with target response rates 	
	<ul style="list-style-type: none"> - Twin-track system in place so less serious complaints can be dealt with and responded to quickly by the division 	
	<ul style="list-style-type: none"> - Complaints communication training (ongoing) - to support staff to think about the impact a complaint response may have on the individual - develop a new approach/style to responding to complaints that is open and deals with their worries and concerns 	
'A representative and supported workforce'	King's – Current / On-going Actions	Lead
3.1 Fair NHS Recruitment and selection process lead to a more representative workforce at all levels	<ul style="list-style-type: none"> - Produce meaningful data on R&S process - Analyse data to ascertain any discrepancies in recruitment processes in line with protected characteristics 	Peter Absalom

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	<ul style="list-style-type: none"> - Trust follows nationally agreed Ts&Cs in relation to pay - Enact any amendments to nationally agreed pay rates to all staff 	Kathy Renacre
3.3 Training and Development opportunities are taken up and positively valued by all staff	<ul style="list-style-type: none"> - On-going review of training and development attendance by protected characteristic- Staff Survey metric monitored (% staff saying that training, learning, development had helped them do job better in past 12 months) - Key Account Meetings with HEIs review outcomes of post registration qualifications - Provider review meetings held to ensure quality of training delivery 	Sarah James
3.4 When at work, staff are free from abuse, harassment, bullying and violence from any source	<ul style="list-style-type: none"> - Analyse staff survey results and anecdotal evidence - Develop local action plans within Divisions / Corporate areas to tackle bullying and harassment identified through action point above 	Mark Preston
3.5 Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives	<ul style="list-style-type: none"> - Formal review of KingsFlex due 2014 - Ensure managers are aware of how and where to apply KingsFlex in a supportive and equal manner 	Mark Preston
3.6 Staff report positive experiences of their membership of the workforce	<ul style="list-style-type: none"> - Kings in Conversation and cultural integration work supporting development of positive working experiences - Staff Survey results show Trust in Top 20% nationally for staff engagement 	Mark Preston
'Inclusive Leadership'	King's – Current / On-going Actions	
4.1 Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations	<ul style="list-style-type: none"> - 6 Monthly Board level updates on inclusion agreed as part of the dis-establishment of E&D Committee - Timetable for updates to be confirmed by Board Secretary 	Trust Board
4.2 Papers that come before Board and other major committees identify equality-related impacts including risks, and say how these risks are to be managed	<ul style="list-style-type: none"> - Improve communication to Trust to ensure equality impact assessments are meaningful 	
4.3 Middle managers and other line managers support their staff to work in a culturally competent ways within a work environment free from discrimination	<ul style="list-style-type: none"> - Inclusion woven into training and induction for managers 	Sarah James

Key:

Excelling
Achieving
Developing
Undeveloped