

# Inclusion Charter for Patients and Local Communities

At King's, we are passionate about equality,  
diversity and inclusion



# Foreword

**At King's, we are passionate about equality, diversity and inclusion, so we are delighted to present our Inclusion Charter for Patients and Local Communities.**

One of the key strengths at King's is the diversity of our communities, and the thousands of people who choose to pursue a career with us.

The populations we serve include some of the:

- most ethnically diverse boroughs in London;
- largest LGBTQ+ communities in London;
- most affluent neighbourhoods in south east London;
- most deprived income households in south east London;
- largest numbers of young people in any of London's neighbourhoods and one of the boroughs is home to the most older people in London

We embrace this diversity, and firmly believe it empowers us to deliver compassionate, culturally sensitive care to every patient. We continue to build strong connections with our communities by providing access to world class specialist services and personalised local services, all supported by groundbreaking research.

## Our Values



### KIND

WE SHOW COMPASSION + UNDERSTANDING + BRING A POSITIVE ATTITUDE TO OUR WORK



### RESPECTFUL

WE PROMOTE EQUALITY, ARE INCLUSIVE + HONEST, SPEAKING UP WHEN NEEDED



### TEAM

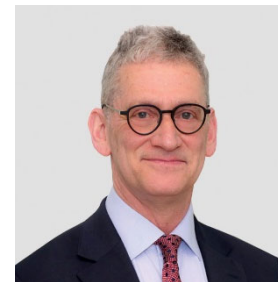
WE SUPPORT EACH OTHER, COMMUNICATE OPENLY + PUT OUR PATIENTS AT THE CENTRE

We strive to provide patient care that is inclusive, considering every aspect of an individual and their unique experience in a secure, welcoming environment, where everyone's voice can be heard.

This inclusivity is known to enhance outcomes for patients, and can only be achieved by working hand in hand with local communities to shape services that cater to their unique needs. This includes patient representation, which is vital for evaluating the quality of our care we provide, and identifying areas for improvement.

We are proud of the work we do to ensure a broad range of patient voices are represented throughout the organisation. But we are also clear that we need to do more. As a result, we pledge to continually seek this feedback as an essential part of designing services that meet the needs of our patients, and local communities.

This charter is a reflection of our commitment to creating inclusive services, and our aim to put diversity, equality and inclusion at the heart of everything we do.



**Professor Clive Kay (he/him)**

Chief Executive  
King's College Hospital NHS  
Foundation Trust



**Bernadette Thompson, OBE (she/her)**

Director of Equality, Diversity  
and Inclusion  
King's College Hospital NHS  
Foundation Trust

# Purpose

**This charter outlines King's commitment to providing an inclusive experience for all patients and visitors. It embeds accountability at all levels of the organisation, and reinforces our commitment to providing outstanding and inclusive patient care.**

## **Our pledge to all our patients and the public**

At King's, we are dedicated to embracing the broad diversity of our staff, patients and visitors. We stand firmly against all forms of prejudice and discrimination. We pledge that each patient will receive fair, individualised and inclusive care across all of our services.

King's anti-discrimination statement can be found on our website.

## **What do we commit to?**

Our commitment to equality, diversity and inclusion (EDI) extends to all areas of our organisation. This includes:

- frontline patient care and experience in all our hospitals
- services taking place in our local communities
- all aspects of our workforce, including education, recruitment and retention
- research, trials and innovation
- estates and facilities
- the design, creation and review of our services.

## **How do we make sure this happens?**

The King's Inclusion Board, a committee made up of senior leaders at King's that reports to the Executive team, is accountable for ensuring that delivery of the commitments in this charter remains on track. This Board-level commitment and oversight ensures EDI goals are monitored and that the King's Board is accountable for the performance and progress made.

The EDI team will partner with each internal department to understand how they are implementing this Charter.

We will also ensure the Equality Risk Assessment Framework (ERAF) is implemented across all our services. This allows us to understand the effects of any proposed change to a policy or service delivery before it is carried out and ensure that no group is treated unfairly.

We will also continue to ensure that our Non-Executive Directors, Governors and relevant committees are consulted on the work that we do to ensure that this charter is effective across the Trust.



# King's commitment to you

We at King's are committed to providing the best care we can to our patients and put EDI at the heart of everything we do. The below standards outline what outstanding inclusive care should look like across our services, and what you can expect from us:

## Harness

- We will be **visible** and **active champions** of Equality, Fairness, Diversity and Inclusion at all levels of our organisation, and treat you with respect and dignity.
- We will always deliver personalised and fair patient care that abides by our Trust values of a **kind, respectful, team**.
- We will ensure that the leaders of our services **lead compassionately** and **inclusively**, delivering and cultivating culturally competent, accessible services.
- We will **train** and **educate** our staff so that everyone can understand their role in delivering fair and inclusive care for you.

## Access

- We will make sure you receive **clear** and **accessible information** about your treatment or research participation, providing a range of accessible formats to suit your needs.
- We will ensure that all our **estates, facilities and services** are **accessible** and **inclusive** so you can experience care without additional barriers. This includes but is not limited to maintaining hearing loops, translation, British Sign Language interpreting, adequate signage and personalised adjustments to patient care.
- We will ensure inclusive facilities are provided such as **prayer rooms, expressing facilities** and **bathroom facilities** that are **accessible** and **gender neutral**.
- We will use **technology**, including our new electronic patient record system, to better **understand access needs**, making improvements to your care where gaps are identified.

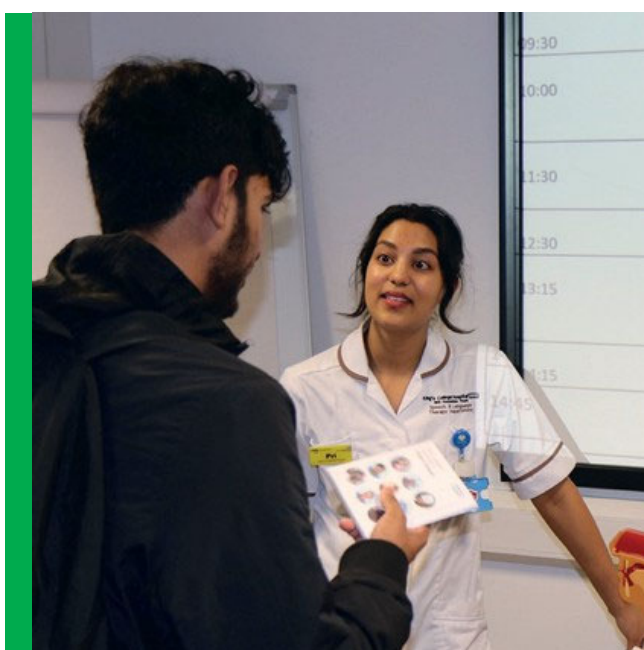
## Empower

- We will always **respect** and **maintain your confidentiality**, only sharing information when it is necessary to do so.
- We will work to **improve social mobility** by proactively working with local community organisations.
- We will promote equality of opportunity and **train and develop** the healthcare teams of the future, ensuring that local communities and underrepresented groups are provided with **consistent and meaningful pathways** into employment across all our sites.
- We will ensure that our research and clinical trials are **representative** of the people that we serve, and give local communities a voice in our research agenda.
- We will involve patients and communities in the **design, development and evaluation** of our services in line with the statutory duty set out in the Health and Care Act 2022.
- We will **listen** and **act** upon your **feedback**, whether it's a complaint, a comment or a compliment.
- We will include imagery on our websites and communications and information that **reflect** our patient population, making specific references to diverse communities and including signifiers of our commitment to support those from underrepresented groups.



## Review

- We will formally **embed and review** EDI standards in all aspects of our organisation, from clinical service delivery, to strategy, policy development and recruitment.
- We will seek to **identify and eliminate** health inequalities, improving patient experience and reducing the disparity in outcomes for patients.
- We will **measure the progress** of actions taken by different groups through patient feedback, patient experience groups, engagement surveys and monitoring patient outcomes.
- We will track our progress against **external benchmarks**.
- We will focus **investment** on the areas that will have the biggest impact on our communities and populations.



## Transparent

- We will **promote** transparency and publish information for local communities so they can see the progress we are making with EDI.
- We will regularly **review** the information we send to you to ensure it is inclusive, accessible and relevant.
- We will **collaborate** with health systems and local partners across the South East London Integrated Care System (ICS) and beyond, developing a strong listening and learning culture to **develop best practice approaches**, so we can meet the needs of our communities effectively.

**Harness  
Empower  
Access  
Review  
Transparent  
of Everything We Do.**



## Inclusion Charter for Patients and Local Communities

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[www.kch.nhs.uk](http://www.kch.nhs.uk)