

**Minutes of the Equality, Diversity and Human Rights Steering Group**  
**20<sup>th</sup> October 2015 from 12 noon to 2 p.m.**  
**Seminar Room, Atrium, Frimley Park Hospital**

*NB: Those present at this meeting should be aware that their names will be listed in the notes of the meeting which may be released to members of the public on request.*

**Present:**

Dawn Bacon	DB	Equalities Officer
Eleanor Shingleton-Smith	ESS	Deputy Director of Organisational Development
Janet King	JK	Director of Human Resources and Corporate Affairs
Najeeb Rehman	NR	E&D Manager
Karen Jones	KJ	Deputy Head of Midwifery
Nigel Pool	NP	Chaplain (Frimley) (attending for JS)
Peter Blackshire	PB	Chaplain (Wexham)
Philip Byne	PB	HR Business Partner

**Apologies** were received from the following:

Agi Zarzycka	AZ	Information Department Rep
Andy Worthington	AW	HoN - Surgical
Angela Ballard	AB	HoN - Medicine
Claire Marshall	CM	Head of Patient Experience
Fiona Sayers	FS	Site Manager (Frimley)
Julie Watson	JW	Head of Quality (Wexham)
Karen Barker	KB	Joint staff council rep
Mary Wells	MW	Site Manager (Wexham)
Vicky Riley	VR	Risk and Quality Facilitator (Frimley)

Not yet appointed		Inclusion Network Rep
Not yet appointed		Head of Therapies
Not yet appointed		Doctor
Not yet appointed		Governor

**In Attendance**

	<p><b>The Group Welcomed</b> [REDACTED]</p> <p>[REDACTED] spoke about her work as Autism Lead for SBC. As a result of the introduction of the Autism Care Act all Local Authorities need an Autism lead. People with Autism have specific needs and in relation to healthcare relate to better access to services. The most common experiences of patients with Autism are:</p> <ul style="list-style-type: none"> <li>• Long waiting lists</li> <li>• Poor diagnosis</li> </ul>	<b>ACTION</b>
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	<ul style="list-style-type: none"> <li>• Waiting times in A&amp;E</li> <li>• Clinic waiting times</li> </ul> <p>██████████ would like to work much closer with Frimley Health and described her current project to have pagers in the Wexham Park ED to allow patients with autism to leave the department and be called back when the clinicians are able to see them This can reduce the stress on the patient and also on other people in the waiting areas. Her work also advances accessibility of information for patients, such as easy read documents for blood tests, x-rays etc, which can be accessed on the internet and covers additional training for first contact carers. SBC is encouraging all first contact organisations, such as hospitals and GPs to utilise 'hospital passports' which detail autistic peoples additional needs which can then lessen distress levels for the person. .</p> <p>As there has never been any robust statistics on autism it is not possible to identify the number of autistic people in the area. It is also not possible to see whether there has been an increase in the numbers of autistic people. It is likely that there has been no increase in the condition, just that it is now recognised where it was not before. However, it is estimated that in the Slough area there are 700 diagnosed adults, 600 diagnosed children (under 18) and 200 undiagnosed children.</p> <p>The trust can help by appointing Autism champions or specialist nurses who would be the leads in the hospitals and by increasing awareness of the condition for all staff. ██████████ would embrace the opportunity to work with the trust to enable us to make reasonable adjustments to improve our services and make our hospitals friendlier to autistic and other people. She mentioned that Macclesfield Hospital have a very good model on autism which she would ask them to share with us.</p> <p>██████████ spoke about the work of Upton Lea Unity. Upton Lea Unity was set up to work with the local communities in Slough with the focus being on reducing health inequalities and empowering people to make changes to their lifestyle to improve health and quality of life. ██████████ and Upton Lea Unity have won numerous awards relating to their work in the community with schools and with excluded groups such as homeless people.</p> <p>██████████ also mentioned that people have had good experiences of using Frimley Health services, while at the same time there have been times where the patient experience could have been better.</p> <p>██████████ said she would be working with NR on the upcoming project on the patient experience of Asian Pakistani women during maternity. The agenda for the event is being drafted up and it will be publicised through social media.</p> <p>Both ██████████ and ██████████ are happy to work with the trust on joint projects and to assist with improving services for our patients. [slides attached detailing the work of Upton Lea Unity]</p>	
	<b>Minutes from 8<sup>th</sup> July 2015 approved</b>	
	<p><b>Corporate, Service and Employment Objectives</b></p> <p><b>Corporate E&amp;D Objectives (Jan 14 review)</b></p> <p>Objectives for the last quarter briefly discussed. Group asked to review the</p>	

	<p>objectives and updates thereon, and to report back to NR if any work has been completed on their areas of work.</p> <p><b>Service objectives</b></p> <p><u>Interpreting:</u></p> <p>The Interpreting Policy was rejected at the Policy Committee stage as it was felt that as an all-encompassing interpreting and translation policy it did not cover all aspects of translation of documentation in the trust. The Head of Equality, ESS, took the decision to amend the Policy to be the 'Interpreting for Clinical Issues Policy' to ensure that the trust has a policy in place to manage this essential clinical need. If necessary the equality team will work with the communications and quality teams when they draft policies which cover the writing of documentation and signage and maps for patients to ensure that equality issues are taken into account.</p> <p>The procurement of new companies to provide interpreting for languages and BSL is very nearly complete, with the documentation ready to be signed off and the contracts completed. Once this is done the companies can be appointed and the staff training started. An improvement for both staff and patients should then be readily seen.</p> <p><u>Public engagement</u></p> <p><i>JK has been meeting with the Head of Slough Council recently and has been invited along to social events in the area. She will send the details onto members of the group who are welcome to go and represent the trust at any event.</i></p> <p><i>DB attended a settlers 'welcome' meeting in Aldershot in September meeting with over 200 new Nepali settlers and introducing them to the NHS and Frimley Health in particular. It was also an opportunity to meet with other community groups and leaders. It would be very useful to attend similar group events in the Slough.</i></p>	
	<p><b>PALs and Complaints</b></p> <p>There has been difficulty in being able to look at complaints to see which ones relate to which equality group due to IG issues. ESS suggested using patient shadowing tools instead. It would be possible to either shadow certain patient's journey, with their permission, or ask them to complete a form themselves and then analyse the results.</p> <p>The other way is to ask patients to allow us to utilise their patient data to help us to improve services Complaints manager to write to complainants suggesting writing to patients post complaint asking to use their demographic data in statistical analysis. Group decided that this approach may need more work.</p> <p><b>ACTION: DB to discuss with Karen Roberts (Complaints Manager)</b></p> <p>No complaints pertaining directly to disabilities. Some deaf patients concerned about getting an interpreter. However every patient who was concerned had one already booked.</p>	<p><b>DB</b></p>

	<p><b>Feedback from other groups / areas ( proposals for or improvements made)</b></p> <p><u>Chaplaincy:</u></p> <ul style="list-style-type: none"> <li>• End of Life Conference proposed for next year, working with the faith leaders across the catchment.</li> <li>• Memorial services are currently held at Frimley Park and are non-religious. The relatives of any patient who has died whilst in the trust are invited to attend. This helps the relatives by giving them closure, allows them to grieve and gives them an opportunity share how they feel. It helps the trust by raising their reputation as a caring organisation.</li> </ul> <p>At present 4 services are held a year; one for babies, one for palliative care patients, one for ICU patients and one for all other patients.</p> <p>It is proposed that this is replicated at Heatherwood and Wexham Park Hospitals.</p> <p>There is a lot of admin associated with the services but it is possible to do.</p> <p>No other areas covered due to time constraints.</p>	
	<p><b>Inclusion Network</b></p> <p>Not covered due to time constraints.</p>	
	<p><b>E&amp;D Training (written report)</b></p> <p>Chaplains tabled a spirituality booklet which is to be incorporated into training for staff.</p> <p><b>ACTION:Chaplains to discuss with training team the best way to introduce the booklet into the training programme</b></p>	
	<p><b>Statutory Requirements/Bodies</b></p> <p>Not covered due to time constraints</p>	
	<p><b>Any other business</b></p> <p>None</p>	

Date of next meeting:

**26<sup>th</sup> January 2016, 12pm – 2pm, Classroom 7, Wexham Park Hospital**