



**Scottish
Ambulance
Service**
Taking Care to the Patient



Draft Equality Outcomes Consultation 2017

Doc: 2016-11-29 Draft Equality Outcomes	Page 1	Author: Equalities Manager
Date: 2017-04-30	Version 0.1	Review Date: April 2019

Draft Equality Outcomes 2017 – 21

Equality outcomes

This consultation is about the Scottish Ambulance Service draft equality outcomes and we want to know what you think about these (these can be found at page 5).

The Scottish Ambulance Service developed and published equality outcomes for the first time in 2013. Four years on we have reviewed our outcomes and are developing new ones to build on the work we have done to take our equalities work forward.

A short questionnaire for feedback can be found at <http://www.formwize.com/run/survey3.cfm?idx=505d0400010b0a> but we also welcome your general comments.

This information can be provided in different languages and formats by contacting us on 0131 314 0000 or emailing us on Scotamb.communications@nhs.net

Why are we having this consultation?

By putting the draft equality outcomes out for consultation we are giving people who are interested in equality and diversity the chance to say how we can make the services provided by the Scottish Ambulance Service better for patients and better for the staff who work for us.

We want to ensure that our Service is responsive to the needs of the communities we serve and that our equality outcomes reflect the views of as wide a range of people as possible, including patients, the public, our voluntary sector partners and our own staff and volunteers.

Please complete the survey at <http://www.formwize.com/run/survey3.cfm?idx=505d0400010b0a> by **Friday 24 February 2017**.

Doc: 2016-11-29 Draft Equality Outcomes	Page 2	Author: Equalities Manager
Date: 2017-04-30	Version 0.1	Review Date: April 2019

What happens next?

We will consider all the responses to this consultation received within the timescale, and we may change the equality outcomes if there are good reasons to do so. Our final equality outcomes will be published by 30 April 2017.

The closing date for responses is Friday 24 February 2017.

Draft Equality Outcomes 2017 – 21

The Scottish Ambulance Service is seeking your feedback on our Equality Outcomes which we seek to deliver by 2017. We would be grateful if you could give us your feedback

Feedback questionnaire

Section 1: About you

Name:

Address:

Contact telephone number:

E-mail:

Are you responding as:

Individual yes / no On behalf of a group yes / no

Section2: Feedback

1. Does the wording and layout of the draft equality outcomes make them easy to understand?

If not, are there any specific changes you would recommend?

2. Do you have any specific feedback on any of the outcomes we have proposed?

3. Are the actions we have listed next to each outcome proportionate and likely to help us achieve our aims?

4. Are there any other issues we should consider?

If so, please explain why you consider this to be a priority and what contribution you think SAS could make.

5. Do you have any further comments you wish to make?

Thank you very much for your views.

The closing date for responses is **Friday 24 February 201**

Doc: 2016-11-29 Draft Equality Outcomes	Page 4	Author: Equalities Manager
Date: 2017-04-30	Version 0.1	Review Date: April 2019

Draft Equality Outcomes for the period 2017 - 21

1. Ultimate outcome			
To improve access and referral to the most appropriate care that is person centred, safe and effective			
Intermediate outcome			
Through raised awareness of the Service there is improved access for underrepresented groups			
Initiatives / activity	Outputs	Short / medium term outcomes	Status
a. Engagement with communities will be focussed to include those who are under-represented amongst users of SAS e.g. black and minority ethnic, disabled and carers groups, and those in deprived areas.	i. An increase in the number of patients from under-represented groups use the scheduled service	Awareness and understanding of SAS is increased so communities access SAS as appropriate	Advance equality of opportunity Foster good relations Race, disability, lgbt
	ii. There is an increase in the use of alternative methods of booking transport and accessing emergency service for disabled patients		
	iii. Improved understanding among communities of the services delivered by SAS		
b. Individuals from diverse groups are encouraged and supported to become involved with the work of SAS	More diverse public / patient representation on service redesign / improvement groups	Increased understanding of the needs of diverse groups	Advance equality of opportunity Foster good relations Age, disability, race, lgbt, carers
c. In partnership with NHS Fife and NHS24 establish contact with Gypsy / Travellers living in Fife area to promote ways in which access to health services can be provided	i. Improved knowledge of health services by Gypsy / Travellers	Gypsy / Travellers access to healthcare is improved, initially in Fife and thereafter across Scotland.	Advance equality of opportunity Foster good relations Race, disability, age
	ii. Learning regarding the needs and culture of the community is shared	Staff have greater awareness and understanding of Gypsy / Travellers needs and culture which enhances clinical practice	Eliminate discrimination Advance equality of opportunity Race
d. Provide health	Sessions are provided	Communities have an	Advance equality of

<p>awareness sessions with communities, including those in deprived areas, to cover essential life support and recognising signs of cardiac arrest / stroke as well as encouraging preventative care</p>	<p>across a range of community settings</p>	<p>increased understanding of some health conditions and this will also have impact on health inequalities.</p>	<p>opportunity Foster good relations Race, disability, age, lgbt</p>
<p>e. Language line service is regularly evaluated in order to establish accuracy of interpretation and consistency of service</p>	<p>A selection of calls are audited quarterly to establish accuracy</p>	<p>Equality of access is improved. There is assurance that the service provided is of a high quality and beneficial and effective in meeting the needs of patients / callers.</p>	<p>Advance equality of opportunity Race</p>

2.Ultimate outcome			
To deliver the best service for patients			
Intermediate outcome			
The experience of patients will improve through staff who are supported to deliver person centred care			
Initiatives / activity	Outputs	Short / medium term outcomes	General duty / protected characteristic
a. Care pathways are developed in partnership with local stakeholders to ensure access to the most appropriate care for patients	Care pathways are agreed and implemented e.g. trips, slips and falls, transportation of mental health patients in Air Ambulance	More effective clinical care is provided with care pathways developed to take account of the diversity of needs and characteristics of patients and the community	Eliminate discrimination Advance equality of opportunity All - greater impact on age , disability
b. Links with health and social care partners are clearly defined	i. Clinical staff have better links with health and social care partners to ensure there is responsive and continuity of care for patients	Patients have a better experience and are more involved in their own care. This will also have impact on health inequalities.	Advance equality of opportunity All - greater impact on age, carers, disability
	ii. Increased number of patients referred to local health and social care partners		Eliminate discrimination All - greater impact on age, carers, disability
c. Work with the Scottish Government, e-Health programme in the development of the Key Information Summary	Key patient information is shared which includes communication needs of patients	Care is provided for patients and carers which is sensitive, appropriate and meets the communication needs required	Eliminate discrimination Advance equality of opportunity All - greater impact for age, disability, race
d. Analyse key clinical conditions to identify whether there are gender specific differences in patient experience	Information is gathered for 5 key conditions; any differences identified and steps taken to improve treatment	Adjustments are made to the way treatment is managed specifically for men and women	Eliminate discrimination Gender
e. Develop an accessible	i. Policy is in place	Policy is clear for patients / members of	Advance equality of opportunity

communications policy to cover interpretation, translation and patient information		the public	Disability, race
	ii. Gaelic Language Plan is implemented	Gaelic is visible and accessible for patients/members of the public	
f. Enhance call taking training for booking transport to include disability awareness training	Raised awareness of disability and the impact of this on booking transport	Disabled patients have improved experience of the service	Eliminate discrimination Disability

3. Ultimate outcome			
To engage with all our partners and communities to deliver improved healthcare			
Intermediate outcome			
The SAS is fair and equitable in the way it delivers its services and involves and consults people			
Initiatives / activity	Outputs	Short / medium term outcomes	General duty / protected characteristic
a. Build on the access to scheduled care service to support access for deaf people by identifying and implementing new methods of booking transport	Extended number of booking methods in place	All eligible patients have improved access to scheduled service	Eliminate discrimination Advance equality of opportunity Disability.
b. Development of a cab based language tool	Language tool in place	Communication support is more accessible and immediate when crews are with patients [A & E]	Advance equality of opportunity Race
c. Community Resuscitation Development Officers engage with a wide range of communities across the protected characteristics and this work is targeted to include where previous involvement has been limited	There is improved input and dialogue across a wide range of communities and groups	Engagement with communities is inclusive across all protected characteristics	Advance equality of opportunity Foster good relations All
d. The current patient needs assessment process for booking patient transport service is reviewed and revised	The current application of the patient needs assessment process is reviewed including the purpose, content and associated training requirements	Patients are consulted and involved in this development making the booking process more accessible, easier to understand and fit for purpose	Eliminate discrimination Advance equality of opportunity Foster good relations Age, disability

4. Ultimate outcome Men and women employed by SAS are better supported on mental health and wellbeing as a result of the use of workplace policies			
Intermediate outcome There is a cultural change towards a greater understanding of mental health and wellbeing in the workplace			
Initiatives / activity	Outputs	Short / medium term outcomes	General duty / protected characteristic
a. SAS will implement the 'See me' programme	Raised awareness of mental health issues	There is a greater understanding of mental health and the impact of this on individuals	Foster good relations All - greater for disability
b. Anti stigma messages are promoted through 'See me' programme	Attitudes towards mental health are changed as staff are more comfortable to talk about mental ill health problems	Elimination of stigma and discrimination faced by people with poor mental health	Foster good relations All
c. 'Mentally healthy workplace' training is delivered	Training is delivered for managers and staff	Managers are confident in the way they support their staff and promote a healthy workplace	Foster good relations All - greater for disability
d. Scotland's Mental Health First Aid course is implemented across SAS	The training is delivered.	There is a greater understanding of mental health and the impact of this on individuals	Foster good relations All - greater for disability
e. Health and wellbeing is promoted across SAS through healthy working lives programme	Staff are encouraged to consider their health at work and how this can be improved	Staff have better health as a result of increased awareness of healthy lifestyles and the options available e.g. around diet, exercise etc.	Advance equality of opportunity All, greater impact on disability
f. Policies are reviewed and revised in keeping with the new work life balance Partnership Information Network policy.	New and reviewed policies for the 16 elements of the PIN policy are in place.	Staff have access to better support in the workplace and improvements are communicated widely	Advance equality of opportunity All

	management element of the knowledge and skills framework	therefore of benefit for all managers across NHS Scotland.	
i. Revise and develop equality impact assessment guidance to include a human rights based approach	i. New guidance is published	Managers routinely consider equality, diversity and human rights when developing policy	Eliminate discrimination Advance equality of opportunity
	ii. Training sessions are delivered for managers in keeping with new guidance	The need for adopting a human rights based approach is understood	Foster good relations All

6.Ultimate outcome The diversity profile of SAS workforce reflects the communities we serve.			
Intermediate outcome The Service supports and encourages staff to provide equality information and increases the diversity of the workforce across all equality groups.			
Initiatives / activity	Outputs	Short / medium term outcomes	General duty / protected characteristic
a. Develop a strategy in keeping with the Scottish Government initiative to employ 15 Modern Apprentices by July 2017	Strategy in place	The employability of young people is improved.	Advance equality of opportunity Age, disability, race, gender
b. Develop a plan to encourage and improve rates of staff self disclosure	i. Improved self disclosure rates particularly with regard to race, religion and belief and sexual orientation	There is a shift in cultural awareness of the importance of disclosing equalities information	Eliminate discrimination All - greater impact for race, religion and belief, sexual orientation
	ii. Develop material for use on staff intranet to highlight importance of self disclosure	There is greater understanding of the need to collect data	
	iii. Utilise opportunities at training events to capture equality monitoring information	Disclosure rates improve	
c. Extend the breadth of engagement with potential candidates	Attend specific careers events in areas with higher black and minority ethnic communities	There is an increase in numbers of BME applicants	Advance equality of opportunity Race
d. Implement a new recruitment application system	New system in place	Improved IT access from a wider range of devices and improved quality of equality monitoring information available	Advance equality of opportunity All
e. Engage with staff to identify actions we could take to encourage a more diverse mix of	Establish a focus group	There is improved staff awareness of issue and alternative actions are explored	Advance equality of opportunity Disability, lgbt, race

applicants			
f. Undertake a procurement exercise to tender for a supplier to introduce a standard cognitive entrance test for Technicians to open up the vocational qualification model of training and replace the formal qualification requirement	Standard entrance test in use for Technician posts	There is clarity of entry requirements and a more diverse profile of applicants	Advance equality of opportunity All -greater impact age
g. Recruitment advertising is targeted more specifically across under represented groups including BME / disabled / lgbt communities	i. A greater number of applications are received from under represented communities and individuals are offered posts with SAS	The workforce of SAS better reflects the diversity of the Scottish population and staff with protected characteristics are represented appropriately at all levels of the organisation	Advance equality of opportunity Race, disability, lgbt
	ii. Increase the use of social media to advertise vacancies		
	iii. Utilise contacts with a range of organisations to identify ways of advertising more widely	Attract a broader range of applicants	
h. Develop targeted training for members of interview panels to cover equality and diversity	Increased number of staff on panels who have completed this training	Greater understanding of the benefits of a diverse workforce and increased fairness in recruitment	Eliminate discrimination Advance equality of opportunity All - greater impact on disability, race

7.Ultimate outcome The needs of lesbian, gay, bisexual and transgender staff and service users are consistently met.			
Intermediate outcome SAS is more responsive to the needs of lesbian, gay, bisexual and transgender staff and service users			
Initiatives / activity	Outputs	Short / medium term outcomes	General duty / protected characteristic
a SAS to update staff policies to include recommendations arising from Stonewall Scotland's review of all NHS Scotland Partnership Information Network policies	i Policies are reviewed and revised.	Policies are more inclusive	Eliminate discrimination Lgbt
	ii. Policy changes to be communicated to staff	Increased awareness of staff policies	
	iii. Policies are reviewed and monitored through Policy Review Group		
b Introduce LGBT specific e-learning training to raise awareness of the issues faced by LGBT people	i. E-learning module in place	Raised awareness and understanding of LGBT specific issues	Eliminate discrimination Lgbt
	ii. Module completion rates monitored		
c Promote the Stonewall Scotland Nobystanders campaign	i. A greater number of staff sign up to pledge their support not to be a bystander	There is greater awareness of inappropriate language and behaviour	Eliminate discrimination Lgbt
	ii. Monitor the number of disciplinary / dignity at work cases related to LGBT bullying, harassment or discrimination	There is a reduction of cases raised.	
d Promote SAS commitment to LGBT equality externally	i. LGBT specific events are attended, e.g. Glasgow Pride	Inclusion is improved	Foster good relations Lgbt
	ii. LGBT Scottish Conference attended	Learning from other organisations is shared	
	iii. Work with National Ambulance Service LGBT Network	Learning from other Ambulance Services is shared	
e Complete Stonewall Workforce Equality	WEI submission made and bench	Improve experience for LGBT staff	Foster good relations Lgbt

Index	marking report available		
-------	--------------------------	--	--