



# **NHS Grampian Equality Outcomes 2017-2021, Update Report as at March 2019**

An update Report on the progress NHS Grampian has made in the last two years, to progress equality both in the services it provides, and within NHS Grampian

Produced March 2019

### **Do you have difficulty understanding the English language?**

If you have a problem reading or understanding the English language, this document is available in a language of your choice. Please ask an English speaking friend or relative to phone, write or email Nigel Firth, Equality and Diversity Manager, NHS Grampian. His contact details are:

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(Polish)

### **Czy masz trudności w rozumieniu języka angielskiego?**

Jeśli masz problemy z czytaniem lub zrozumieniem języka angielskiego, ten dokument jest dostępny w języku, który wybierzesz. Prosimy poproś angielskojęzycznego kolegę lub krewnego o telefon lub email do Nigel Firth, Equality and Diversity Manager. Jego kontakt to:

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(Russian)

### **У Вас трудности в понимании английского языка?**

Если Вы испытываете трудности при чтении или понимании английского языка, то этот документ доступен на языке по вашему выбору. Пожалуйста попросите друга, который владеет английским языком связаться по телефону, письменно или по электронной почте с Nigel Firth, Equality and Diversity Manager. по следующим контактными данным:

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(Lithuanian)

**Ar jums sunku suprasti anglų kalbą?**

Jeigu jums sunku skaityti ar suprasti anglų kalbą, šį dokumentą galite gauti kalba kuri jums suprantamiausia. Paparašykite angliškai kalbančio draugo paskambinti, parašyti arba parašyti elektroninį laišką Nigel Firth, Equality and Diversity Manager. Jo kontaktinė informacija:

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(Mandarin)

**您对于了解英文有困难吗?**

假如您对阅读或是理解英文有困难, 这份文件也有中文的翻译, 只要请您会讲英文的亲戚或是朋友打电话, 写电子邮件, 或是写信给 Nigel Firth, Equality and Diversity Manager. 他的详细联络方式如下:

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## **Do you have a visual impairment?**

This document is also available in large print, and in other formats, upon request. Please contact Corporate Communications on Aberdeen (01224) 552245 or 551116.

# Contents

	Page
1. Introduction	5
2. Legal Requirement for an Update Report	5
3. Staff Training which addresses all 9 “protected characteristics”	6
4. Training specific to particular “protected Characteristics”	8
5. Race equality outcomes	9
6. Disability equality outcomes	15
7. Age equality outcomes	23
8. Sex (male or female) equality outcomes	25
9. Sexual orientation outcomes	31
10. Gender reassignment outcomes	34
11. Pregnancy and maternity outcomes	35
12. Marriage and civil partnership outcomes	40
13. Religion or belief outcomes	41
14. Comments and feedback	43

## 1. Introduction

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 came into force on the 27<sup>th</sup> May 2012. One of the requirements of the Regulations is that public bodies such as NHS Grampian must produce and publish an Equality Outcomes Report every four years setting out the objectives which NHS Grampian wishes to achieve in the field of equality and diversity. Following consultation with local equality and diversity groups and the wider community in Grampian, the second NHS Grampian Equality Outcomes Report 2017-2021 was produced in March 2017.

The Outcomes cover work in each area of the 9 “protected characteristics” of equality as defined by the Equality Act 2010. These 9 protected characteristics are:

- Race
- Disability
- Age
- Sex (male or female)
- Sexual orientation
- Gender reassignment
- Pregnancy and maternity
- Marriage and civil partnership
- Religion or belief

The equality outcomes are required to enable public bodies to progress the requirements of Section 149 (1) of the Equality Act 2010 to:

“(a) eliminate discrimination, harassment, victimization and any other conduct that is prohibited under this Act

(b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;

(c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.”

## 2. Legal Requirement for an Update Report

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 also requires public bodies such as NHS Grampian to produce and publish an Update Report two years into each four year duration Outcomes Report. This report must set out what progress has been made over the last two years, to achieve our Equality Outcomes. This is the 2017/19 NHS Grampian Update Report.

### **3. Staff Training which addresses all 9 “protected characteristics”**

NHS Grampian has in place a comprehensive Equality and Diversity Training Programme for staff. This Programme is essential to ensure that staff are aware of their responsibilities in this field and to ensure compliance. All of the material used in training is checked and updated on a monthly basis, if required.

#### **(i) Delivery method**

All equality and diversity training is delivered “face to face”. Feedback and evaluation from participants has shown that this is the best and most effective way to deliver training. It also gives participants the opportunity to ask questions and have anything explained which is not clear. All of our training is interactive and this includes interaction between participants, which enhances the learning experience and leads to much better training outcomes and knowledge retention.

We also encourage staff after training, to apply their knowledge. All participants at seminars are provided with a copy of the presentation used, together with training and other materials. We also include contact details for the speakers and participants are welcome to contact the speakers for help or advice at any time.

#### **(ii) Location of Training**

Training is provided on-site at Foresterhill and Dr Gray’s hospital and in local hospitals and GP Practices across NHS Grampian and the three Health and Social Care Partnerships. The average attendance at each Seminar is 30 staff.

#### **(iii) Booking and Recording of Training**

All Equality and Diversity Training can be booked online through the TURAS system. All attendees are required to sign in at each Seminar. Attendance records are then fed into TURAS. This information then populates the “My Learning Record” of each member of staff.

#### **(iv) Evaluation of Training**

Every fifth Seminar is evaluated by participants who are encouraged to complete a Feedback Form (anonymously if they wish) at the end of the Seminar. It covers topics such as seminar content, pace of presentation, knowledge gained and knowledge and communication skills of the presenter.

To date feedback on the Seminars has been extremely positive.

## **(v) The Training Seminars common to all 9 “protected characteristics”**

**Attending either a level Two or Level Four Equality and Diversity Seminar every five years is mandatory for all staff.**

### **a) Equality and Diversity KSF Level Four Seminar**

This training is aimed at senior staff such as consultants, senior Registrars, registrars, GP's, senior charge nurses, charge nurses, managers and assistant managers and staff who are Appointing Officers and staff and volunteers who serve on Clinical Ethics Committees. This training also meets the Equality and Diversity Training Requirement of the various Royal Colleges.

The training comprises two 90 minute Seminars which are very much interactive. The syllabus covers each of the 9 “protected characteristics” of race, disability, sexual orientation, religion or belief, sex, gender reassignment, age, pregnancy and maternity and marriage and civil partnership in detail. There is also time for discussion and questions.

### **b) Equality and Diversity KSF Level Two Training Seminar**

This training is provided for supervisory and basic grade staff. It comprises one 90 minute interactive Seminar. The syllabus covers the same topics as the Level Four Seminar, but not in as much depth.

Experience has shown that offering these two levels meets the equality and diversity needs of all NHS Grampian staff.

	<b>2017/18</b>	<b>2018/19</b>
<b>Staff numbers attending Equality and Diversity KSF Level Four and Level Two Training Seminars</b>	<b>1,205</b>	<b>1,318</b>

### **c) Level One Equality and Diversity Impact Assessor Training Seminar**

This is a One Day Seminar and equips staff to use the Rapid Impact Assessment Checklist approach to Equality and Diversity Impact Assessment. Seminars are held twice per year and NHS Grampian has 66 managers, staff and trade union officials trained. Refresher training is also provided. Impact Assessors receive full ongoing support.

### **d) Level Two Equality and Diversity Impact Assessor Training**

This is a follow on course to the Level One Equality and Diversity Impact Assessor Training Seminar. It takes one day and trains staff to carry out the full EQIA Equality and Diversity Impact Assessment, Health Impact Assessment and Budgetary Impact Assessment.

## **4. Training specific to particular protected characteristics**

### **(i) Racial Equality Training**

#### **a) “Language Line” Training Seminars**

NHS Grampian currently has over 1,059 live Access points using fixed landlines, each fully equipped, with an Access Kit, and with staff trained in its use. The training takes 40 minutes. Over **4,500** staff have completed this training.

Before “Language Line” is introduced into an area we:

- identify each location where “Language Line” is required
- provide full training to the front line staff who will use the service
- carry out a full technical assessment
- provide Access Kits for each access point, containing everything required

Thereafter, we provide full ongoing support. Additional Access Points are being added every month.

In the period January 2017 to December 2018, Access points increased from 990 to 1059.

### **(ii) Disability Equality Training**

#### **British Sign Language (BSL)**

##### **a) BSL Awareness Training Course**

This is provided for NHS Grampian and involves 32 hours of classes over 16 weeks. It has SVQ accreditation.

##### **b) BSL Level One Training Course**

This is a follow on Course to the BSL awareness Training Course. It is provided for NHS Grampian staff and takes 16 weeks and involves 32 hours of classes. It leads to a formal BSL qualification.

##### **c) Portable Induction Loop Training**

NHS Grampian has issued over 250 Portable Induction Loops (PILs) over the last five years. There are staff trained in its use in each location. This training takes 10 minutes.



## 5. Race equality outcomes

There are two main race equality outcomes:

**Outcome One: meeting the communication and health care needs of our local ethnic communities and the promotion of good health. This outcome will advance equality of opportunity, specifically equality of access to health care and health care information.**

The ability of all members of our local ethnic communities to communicate clearly and effectively their healthcare needs is essential if we are to achieve equality in healthcare. For most, the biggest barrier is language. The regular involvement and consultation events we hold with our local ethnic communities show that over 90% of recent migrant workers and their families are non-English speaking when they first arrive in Grampian. Hence the importance of interpretation services

Supporting Actions in 2017/21 Outcomes Report	Progress as at March 2019
<b>a) Interpretation services</b>  <b>Definition: interpretation</b> is changing the <b>spoken</b> word from one language to another.  <b>There are two main types of interpretation provided:</b>	
<b>(i) “Face to face” interpretation</b> Maintain the number of trained “face to face” interpreters available to NHS Grampian at <b>140</b> or above.	There are currently <b>154</b> trained “face to face” interpreters available to NHS Grampian. No further recruitment is required at present. . However, this situation will be kept under review in case the number of interpreters drops and more need to be recruited to fill any gaps.

In the 2015/16 Financial Year, NHS Grampian used “face to face” interpreters on 2,084 occasions. Most of these requests were for the Polish language which totalled 1,188.or 57%.

Most recently, Arabic/English interpreters have been recruited to meet the interpretation needs of our New Syrian Scots who have settled in Grampian.

The figures for 2017/18 and 2018/19 are:

Year	Number of “face to face” interpretations
2017/18	<b>3,270</b>
2018/19	<b>2,864</b>

On average “face to face” interpreters were sourced for 97% of requests each year. 3% of request could not be met due to:

- There being no local interpreter for a less common language
- The sole interpreter for a less common language not being available.

In these situations, the “:Language Line” telephone interpretation service was used instead. 51% of all requests were for the Polish language. The reduction in volume reflects three factors:

- Firstly, when recent migrant worker s and their families have been in Grampian for 4-5 years, their language skills have usually developed to the point where they no longer need interpretation.

	<ul style="list-style-type: none"> <li>Secondly, the downturn in the local oil industry led to a reduction in the number of workers coming to Grampian from overseas from 2015/16.</li> <li>Thirdly, since the BREXIT vote in the Westminster Parliament in mid-2017, the number of migrant workers and their families coming to Grampian has further reduced.</li> </ul>						
<p><b>(ii) Telephone interpretation</b></p> <p>The “Language Line” telephone interpretation service gives staff access to expert interpreters, on the telephone, in 60-90 seconds, for 170 different languages. Over the next four years, the number of access points will be increased from <b>800 to 900</b>.</p>	<p>As at 31<sup>st</sup> December 2018, there are now <b>1,059</b> “Language Line” Access Points across NHS Grampian using fixed landline connections. Each location is fully equipped, has staff trained in its use and staff receive full technical support.</p> <p>The “Language Line” usage figures for 2017 and 2018 are:</p> <table> <tr> <th>January to December</th><th>Number of telephone interpretations</th></tr> <tr> <td>2017</td><td><b>7,084</b></td></tr> <tr> <td>2018</td><td><b>6,875</b></td></tr> </table> <p>The reduction reflects the same factors as stated above.</p>	January to December	Number of telephone interpretations	2017	<b>7,084</b>	2018	<b>6,875</b>
January to December	Number of telephone interpretations						
2017	<b>7,084</b>						
2018	<b>6,875</b>						
<p><b>b) Translation services</b></p> <p><b>Definition: Translation</b> is changing the written word from one language to another.</p>	<table> <tr> <th>Year</th><th>Number of translation</th></tr> <tr> <td>2017/18</td><td><b>139</b></td></tr> <tr> <td>2018/19</td><td><b>92</b></td></tr> </table>	Year	Number of translation	2017/18	<b>139</b>	2018/19	<b>92</b>
Year	Number of translation						
2017/18	<b>139</b>						
2018/19	<b>92</b>						

	<p>All requests were met. Most requests were for the translation of personal healthcare information into English.</p> <p><b>Offer at the front of documents</b>  All NHS Grampian leaflets, booklets and other published material already contains information at the front of who to contact if you wish to have the item provided in another language or format. This information is provided in minimum font size 14 or larger. All requests for NHS Grampian information in other formats such as large print, audio and Braille, etc, are met promptly.</p>
<p><b>c) The promotion of good health</b></p> <p>Encouraging recent migrant workers and their families to register with their local GP's</p>	<p>This work has been ongoing and will continue.</p>
<p>Involving and consulting recent migrant workers and their families in the planning of healthcare services by means of multi-lingual involvement and consultation events.</p>	<p>Five multi-lingual involvement and consultation events were held in November 2017, two events were held in Fraserburgh and three in Aberdeen. A total of 171 members of our local ethnic communities attended. English was the second language of almost all of the participants.</p> <p>"Face to face" interpretation was provided for 14 different languages, namely: Polish, Russian, Lithuanian, Latvian, Arabic, Urdu, Bengali, Mandarin, Cantonese, Czech, Romanian, Portuguese, Hungarian, and Spanish.</p>

	The information collected from the events has been used to inform the racial equality work of NHS Grampian and Aberdeen City and Aberdeenshire Health and Social Care Partnerships. The next events will be held in October/November 2019.
Liaising with recent migrant workers and their families and representative groups and organisations	This work has been ongoing and will continue.
Mounting targeted health campaigns in areas of specific need	Support has been provided to recent campaigns on: <ul style="list-style-type: none"> <li>• Support for carers</li> <li>• Know Who To Turn To</li> <li>• TB awareness</li> <li>• Drug awareness and needle exchange arrangements</li> <li>• Sexual health</li> </ul>
The active promotion of health within our local ethnic communities	This work has been ongoing and will continue, in co-operation with the three local Health and Social Care Partnerships in Grampian.

**Outcome Two: Ensuring there is race equality within NHS Grampian. This outcome will eliminate discrimination, harassment, victimization and any other conduct that is prohibited under this Act.**

<b>Supporting Actions in 2017/21 Outcomes Report</b>	<b>Progress as at March 2019</b>
a) Production of Annual Equality and Diversity Workforce Monitoring Reports	<p>Equality and Diversity Workforce Monitoring Reports were produced for the 2016/17 and 2017/18 Financial Years. Both Reports were widely circulated within NHS Grampian and posted on the NHS Grampian intranet and the NHS Grampian website to allow public scrutiny.</p> <p>Both reports showed that NHS Grampian recruitment and retention arrangements and policies were fair and free from discrimination.</p>
<p><b>Complaints and investigations</b></p> <p>Any issues or complaints raised by members of staff with a racial discriminatory element will be promptly and thoroughly investigated and appropriate follow up action taken if required. This will involve other bodies and agencies, where necessary.</p>	<p>Four issues have been raised by staff in the last 2 years. All four issues have been dealt with promptly, in co-operation with the staff concerned, Human Resources and local trade union representatives.</p>

## 6. Disability equality outcomes

There are two main disability equality outcomes:

**Outcome One: Meeting the communication and information needs of our local disability and carer communities and promoting good health. This outcome will advance equality of opportunity, specifically equality of access to health care and health care information.**

<b>Supporting Actions in 2017/21 Outcomes Report</b>	<b>Progress as at March 2019</b>
a) Provision of communication support to patients with a communication disability when healthcare is provided.	<p><b>Offer at the front of documents</b> All NHS Grampian leaflets, booklets and other published material already contains information at the front of who to contact if you wish to have the item provided in another language or format. This information is provided in minimum font size 14 or larger. All requests for NHS Grampian information in other formats such as large print, audio and Braille, etc, are met promptly.</p> <p><b>Information for patients and relatives with a sight problem</b> Most people with a sight problem can read written material, without adaptation, if it is clearly written. All new information leaflets, booklets and NHS Grampian published material complies with the requirements of the Royal National Institute for the Blind (RNIB) "Good Practice Guidelines", as contained in the RNIB publication: "See it right, making information accessible for people with sight problems.</p> <p>For example:</p> <ul style="list-style-type: none"><li>• all material is in minimum font size 12, in a sans serif font</li></ul>

	<ul style="list-style-type: none"> <li>• there is a good colour contrast between the print and the background</li> <li>• text is justified left</li> </ul> <p><b>Pictorial/Accessible Material</b></p> <p>The NHS Grampian Accessible/Pictorial Information Sub Group was created in 2007/08. The NHS Grampian Disability discrimination Act Review Group (DDARG) felt that a wider range of accessible/pictorial material was required, especially for people with a learning disabilities or aphasia. The Sub Group are responsible for the production of accessible/pictorial material. They also provide a Quality Control function. NHS Grampian has standardised on Boardmaker, supplemented by high quality photographs.</p> <p>The Sub Group also provide advice and support to staff wishing to produce pictorial/accessible material. The work of the Sub Group will continue and be expanded over the next four years.</p> <p><b>Patients and relatives who use a Hearing Aid or are hard of hearing</b></p> <p>NHS Grampian has over 250 Portable Induction Loops (PILs) in use. These have been issued to areas where there are known to be elderly patients and patients with hearing disabilities, as well as GP Practices, Hospital wards and Outpatient Departments. Full training and support has been provided for the staff in each area where a PIL has been issued. However, more PILs are required.</p> <p>NHS Grampian also holds in stock a range of Personal Listener equipment for patients.</p>
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	<p><b>Patients and relatives who are deaf</b></p> <p>NHS Grampian makes extensive use of the four qualified British Sign Language (BSL) interpreters in Grampian, all of whom have individual Service Level Agreements with NHS Grampian.</p> <p>The four BSL interpreters provide an excellent service but there are times when appointments have to be changed due to a BSL interpreter not being available.</p> <p>To help overcome this issue, NHS Grampian from February 2018 piloted Video BSL as a supplement to our “face to face” BSL service. Video BSL has been very successful and from August 2018 it is now a permanent service in the Acute Sector.</p> <p>Video BSL is now being rolled out to other areas of NHS Grampian, however, “face to face” BSL provision will remain our main provision.</p> <p><b>NHS Grampian BSL Plan</b></p> <p>The BSL (Scotland) Act 2015 was passed by the Scottish Parliament on 17<sup>th</sup> September 2015 and received Royal Assent on 22<sup>nd</sup> October 2015.</p> <p>The Act: required public bodies in Scotland by October 2018 to produce a BSL Plan that:</p> <ul style="list-style-type: none"> <li>• Sets out measures to facilitate the promotion and understanding of BSL</li> </ul>
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	<ul style="list-style-type: none"> <li>• Sets out timescales for this work</li> <li>• “Contain such other information (if any) at the Scottish Ministers may by order require.”</li> <li>• Must be as consistent as possible with the most recently published National Plan</li> <li>• Must first be published in draft format and consulted upon</li> </ul> <p>Following involvement and consultation with our local BSL communities, NHS Grampian published its BSL Plan in August 2018. The Plan is currently being implemented.</p> <p><b>Patients and relatives who are Deaf and Blind</b>  One of our local BSL interpreters is now a qualified Deaf Blind communicator. Previously, we had to rely on a Deaf Blind Communicator coming up from Lenzie near Glasgow.</p> <p><b>Annual Sensory Impairment Awareness Weeks</b>  These involve a large number of local sensory impairment groups and organisations such as Guide Dogs for the Blind, North East Sensory Services, Aberdeen Action on Disability and Hearing Dogs for Deaf People. There are displays and Seminars in different areas of NHS Grampian.</p> <p><b>Annual Deaf Awareness Week</b>  These involve a large number of local deaf awareness groups and involve displays and Seminars in different areas of NHS Grampian.</p>
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<p><b>b) The NHS Grampian Staff Equality and Diversity Seminars</b></p> <p>Every Seminar includes a dedicated section on disability. Every participant is given their own personal copy of the NHS Education for Scotland “Z” Card entitled: “Sensory Impairment, Points for Good Communication”. This contains simple practical advice to improve communication with people who have a sensory impairment.</p>	<p>As noted at above 3 (v) b above, 2,523 staff have completed either Equality and Diversity KSF Level Two or Level Four training in the period 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2019.</p> <p>Every participant has been given their own personal copy of the NHS Education for Scotland “Z” Card entitled: “Sensory Impairment, Points for Good Communication and the content discussed in detail at every Seminar.</p>
<p><b>c) The active promotion of health within our local disability communities</b></p>	<p>This work has continued, in co-operation with the three local Health and Social Care partnerships in Grampian. NHS Grampian has supported targeted health promotion campaigns such as:</p> <ul style="list-style-type: none"> <li>• “Know Who To Turn To”</li> <li>• The work of PAMIS to have an Adult Changing Places facility in every main NHS Grampian building.</li> </ul> <p><b>National and Local Mental Health initiatives</b></p> <p>The NHS Grampian Disability Discrimination Act Review Group have continued to support both local and national mental health initiatives. These include:</p> <ul style="list-style-type: none"> <li>• The “Butterfly Scheme” for people living with dementia.</li> <li>• The “See Me” campaign aimed at removing the stigma of mental ill health</li> <li>• The “Keys to life” initiative designed to improve the quality of life</li> </ul>

	for people with learning disabilities and other complex needs.
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**Outcome Two: Improving physical access NHS Grampian buildings and services and providing facilities to meet the needs of disabled people. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.**

The ability of all disabled people to physically access buildings where healthcare services are provided is essential if we are to achieve disability equality in healthcare. For most, the biggest barriers are steps, narrow entrances, a lack of lifts in multi-storey buildings, a lack of handrails, a lack of signage, a lack of toilets suitable for use by disabled people, poor lighting and poor colour contrast on floors, walls and ceilings.

<b>Supporting Actions in 2017/21 Outcomes Report</b>	<b>Progress as at March 2019</b>
<p><b>a) Disability Access Audits</b> Over the last four years, NHS Grampian has spent £250,000 per year on physical access improvements. This work will continue over the next four years. The programme of Disability Access Audits will also continue to identify problem areas</p>	<p>Disability Access Audits have continued in areas where there are access issues. The five Disability Access Panels in Grampian are actively involved in this important work. This work has informed the schedule of work to improve access. NHS Grampian has continued to spend £250,000 per year in the last 2 years on physical access improvements.</p> <p>Many millions have also been spent on new buildings to replace buildings which are unsuitable for adaptation, for example, the new Inverurie Hub and the new Foresterhill Health Centre.</p>

<p><b>b) Including disabled people on the steering group or project board, for every major NHS Grampian capital scheme</b></p> <p>Since 2007/08 the DDARG have secured the inclusion of disabled people on the steering group or project board, for every major NHS Grampian capital scheme. This step has been instrumental in ensuring the needs of disabled people are taken into consideration at an early stage in the planning process.</p>	<p>This work has been ongoing and will continue.</p>
<p><b>c) Increasing the availability of adult changing facilities for visitors to NHS Grampian Hospitals</b></p> <p>In 2011, NHS Grampian had no “Changing Places” adult changing facilities. Four adult changing facilities have now been provided at Aberdeen Royal Infirmary, Woodend Hospital, Dr Gray’s Hospital Elgin and the Aberdeen Health Village. These “Changing Places” are large, have a “H” pattern ceiling mounted hoist and have all of the facilities a carer needs to toilet and change a disabled adult. These facilities cost approximately £30,000 each to create and equip.</p> <p>In addition, all new NHS Grampian buildings will include an adult changing facility.</p> <p><b>Over the next four years</b></p> <p>All of the above work will continue, in addition, two additional adult Changing Place will be created.</p>	<p>One new Adult Changing facility has already been created in the new Foresterhill Health Centre. In addition, Adult Changing Places facilities are included in;</p> <ul style="list-style-type: none"> <li>• The new Baird Family Hospital</li> <li>• The new Anchor Hospital</li> <li>• The new Child and Adolescent Child Psychiatry Links Unit at the City Hospital</li> </ul> <p>These facilities will be opened within the next 18months.</p>

**d) Disability in the NHS Grampian workplace**

As people get older and the age to which people are required to work increases, there is a growing need to support people who become disabled during their working lives to retain them in the workplace. Similarly, NHS Grampian has a duty to ensure that full and fair consideration given to people with a disability who wish to seek employment within NHS Grampian.

In terms of retaining existing staff who become disabled during their working lives, NHS Grampian provides a wide range of support. For example, we provide adaptations such as specialist hearing equipment and customised desks and chairs to help staff with physical issues. We provide a wide range of specialist software to help staff with dyslexia, including the provision of laptops. If an employee is unable to continue in their current post due to disability, we look at what alternatives posts within NHS Grampian would be suitable.

NHS Grampian has been given the right to display the “Disability Confident” symbol on our literature. This is in recognition of our commitment to employing disabled people and our assurance to interview all disabled applicants who meet the minimum criteria for a job vacancy and consider them on their abilities

NHS Grampian has continues to provide a wide range of support. For example, we provide adaptations such as specialist hearing equipment and customised desks and chairs to help staff with physical issues. We provide a wide range of specialist software to help staff with dyslexia, including the provision of laptops. If an employee is unable to continue in their current post due to disability, we look at what alternatives posts within NHS Grampian would be suitable.

The NHS Grampian Occupational Health Service continues to provide assessment, support and advice to staff who have disability issues. If an employee is unable to continue in their current post due to disability, we look at what alternatives posts within NHS Grampian would be suitable.

## 7. Age equality outcomes

Most of our age equality outcomes are fully integrated into the disability and carer outcomes as shown at 5 above. However, there are two additional specific age equality outcomes:

**Outcome One: NHS Grampian will continue to examine every area of its healthcare provision where there is an age restriction to ensure that the restriction is legally compliant. This outcome will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.**

Supporting Actions in 2017/21 Outcomes Report	Progress as at March 2019
<p>Supporting actions</p> <p><b>(i) Age restrictions in healthcare</b> NHS Grampian will examine every area of its healthcare provision where there is an age restriction to gauge whether that restriction is legally compliant. If NHS Grampian treats patients differently because of their age, we must show that:</p> <ul style="list-style-type: none"><li>• There is sufficient reason (“objective justification”) for providing extra help to an age group with particular needs</li><li>• The different treatment is allowed by law</li><li>• Our actions are a “proportionate means of achieving a legitimate aim</li></ul>	<p>This has been done. NHS Grampian is currently fully legally compliant. This exercise will be repeated at regular intervals.</p>

**Outcome Two: NHS Grampian will monitor age equality compliance within our own workforce to ensure that there is no age discrimination in the way employees are treated. This outcome will eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under this Act. It will also advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.**

Supporting Actions in 2017/21 Outcomes Report	Progress as at March 2019
<p><b>(i) Equality and Diversity Workforce Monitoring Report</b>  NHS Grampian produces and publishes an Annual Equality and Diversity Workforce Monitoring Report. The Report includes:</p> <ul style="list-style-type: none"> <li>• An age profile of the NHS Grampian workforce</li> <li>• Information on the age of staff who have been promoted</li> </ul> <p>Any age related complaints or concerns made by staff will be promptly investigated and any required follow up action taken.</p>	<p>NHS Grampian Equality and Diversity Workforce Monitoring Reports were produced for the 2016/17 and 2017/18 Financial Years. The Reports showed that there was no age discrimination in NHS Grampian. Both Reports were posted on the intranet for staff and the internet to make them available for public scrutiny.</p> <p>No age related complaints have been received from staff in the last 2 years.</p>



## 8. Sex (male or female) equality outcomes

There are three main sex equality outcomes. These are:

**Outcome One: Identify and provide continued targeted healthcare support to patients who are victims of gender based violence such as rape, sexual abuse, or who have been trafficked. This will help to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the Equality Act 2010.**

Supporting Actions in 2017/21 Outcomes Report	Progress as at March 2019
<p><b>(i) Gender based violence</b> Since 2007, NHS Grampian has developed and implemented policies and guidance to support staff to address this issue. The work undertaken includes:</p> <ul style="list-style-type: none"><li>• The introduction of the routine inquiry of gender based violence in priority areas such as Maternity Services, Mental Health (Substance Misuse) Services, Sexual Health, A&amp;E and Community Nursing.</li><li>• Providing awareness training for front line NHS Grampian managers and staff.</li></ul>	<p>This work has been ongoing and will continue.</p> <p>This work has been ongoing and will continue.</p> <p>All attendees at NHS Grampian Equality and Diversity Seminars receive their own personal copy of the Police Scotland leaflet: "Human Trafficking, Reading the Signs". The content of the leaflet is covered in detail and anonymised examples of local trafficking are shared.</p>

<ul style="list-style-type: none"> <li>• Involvement, through consultation, of victims of gender based violence, in the planning and development of the routine inquiry of abuse.</li> <li>• Producing information on the sources of help and support and making these readily available, for example having available a set of accessible e-cards giving guidance on where to seek help.</li> <li>• Expansion of the “Language Line” telephone interpretation service from 750 Access Points to over 900 Access Points, together with an expansion of “face to face” interpreters, so that language is not a barrier to getting help. Individuals can also request a male or female interpreter if this is important to them.</li> <li>• Providing support to people with a communication disability so they can communicate should they be victims of gender based violence.</li> <li>• Providing guidance to NHS Grampian staff to enable them to support NHS colleagues who may be experiencing gender based violence themselves.</li> </ul> <p><b>Over the next four years</b> The above work will continue and be supported as part of the work NHS Grampian carries out on Public Protection.</p>	<p>This work has been ongoing and will continue.</p> <p>This work has been ongoing and will continue.</p> <p>There are now 1,059 Access points.</p> <p>This support is in place and will continue.</p> <p>This work has been ongoing and will continue.</p> <p>This work has been ongoing and will continue.</p>
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**Outcome Two: Improving the uptake of health care by men. This will reduce the current differential uptake in healthcare between men and women and advance equality of opportunity.**

GPs in Grampian offer a range of health checks specifically for men. However, men still visit their GP on average 33% less than females. In addition, on average, 65% of men are overweight or obese, compared to 60% of women.

<b>Supporting Actions in 2017/21 Outcomes Report</b>	<b>Progress as at March 2019</b>
<p>Over the last four years, NHS Grampian has:</p> <ul style="list-style-type: none"> <li>• Mounted men’s health awareness campaigns</li> <li>• Promoted the Healthy Workplace Initiative</li> <li>• Promoted health care services through the “Know Who To Turn To” campaign</li> <li>• Supported National Health promotion initiatives</li> </ul> <p>Over the next four years, NHS Grampian will continue the above initiatives. In addition, NHS Grampian will look at ways to take full advantage of the national NHS campaigns on men’s’ health to maximise local benefits from these campaigns, such as the campaigns on:</p> <ul style="list-style-type: none"> <li>• Prostate cancer</li> <li>• Alcohol</li> <li>• Mental health</li> <li>• Suicide prevention</li> </ul> <p>The reasons for the differential uptake of health care by men are many and varied.</p>	<p>This work has been ongoing and will continue.</p>       <p>This work has been ongoing and will continue.</p>

**Outcome Three: Ensure there is gender equality within NHS Grampian to eliminate any potential discrimination and advance equality of opportunity.**

Supporting Actions in 2017/21 Outcomes Report	Progress as at March 2019
<p><b>(i) Gender equality monitoring within NHS Grampian</b>  NHS Grampian produces an Annual Equality and Diversity Workforce Monitoring Report covering all of the 9 “protected characteristics”, as defined by the Equality Act 2010. The Workforce Report contains information on:</p> <ul style="list-style-type: none"> <li>• The sex, female/male make up of the NHS Grampian workforce</li> <li>• Information on the sex of new starts and leavers</li> <li>• The sex of staff promoted</li> <li>• The sex of staff applying for training and receiving training</li> <li>• The sex, female/male, make up of NHS Grampian Senior Managers</li> <li>• The sex, female/male, make up of NHS Grampian Health Board</li> </ul> <p>Any anomalies highlighted by the Report are followed up appropriate action taken if required.</p>	<p>NHS Grampian produced Annual Equality and Diversity Workforce Monitoring Reports for 2016/17 and 2017/18 covering all 9 “protected characteristics”.</p> <p>All of the required information relating to sex, as detailed in the supporting action, was included. The Reports were widely circulated and posted on the intranet for staff and the internet to allow public scrutiny.</p> <p>The Reports showed that NHS Grampian is a fair and equitable employer.</p>

**(ii) Equal pay monitoring Report: Compliance with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012**

These regulations came into force on 27<sup>th</sup> May 2012. An integral part of the new Regulations are a number of measures to monitor public bodies to ensure that there is no gender inequality in their pay rates. Measures include:

- A requirement to publish every two years from 30<sup>th</sup> April 2013 onwards, information on any Gender Pay Gap. This information should be shown as any difference: "... between the men's average hourly pay (excluding overtime) and women's average hourly pay (excluding overtime)."
- The information published must be based on the most recent data available.
- Public bodies must publish every four years a statement on equal pay. From 2017 onwards, the equal pay statements must also specify:

"(a) The authorities policy on equal pay amongst its employees between –

- (i) men and women;
- (ii) persons who are disabled and persons who are not: and
- (iii) persons who fall into a minority racial group and persons who do not, and

NHS Grampian met its legal duty to publish an Equal Pay Monitoring Report in the new format required every two years. The Equal Pay Monitoring report was published in April 2017. It contained all of the require elements,

The next Report is due in April/May 2019.

The Reports were widely circulated and posted on the intranet for staff and the internet to allow public scrutiny.

The Reports showed that there was no:

- Sex discrimination
- Disability discrimination
- Racial discrimination

In pay within NHS Grampian.

The Report showed that NHS Grampian is a fair and equitable employer.

<p>(b) occupational segregation amongst its employees, being the concentration of –</p> <p>(i) men and women;</p> <p>(ii) persons who are disabled and persons who are not: and</p> <p>(iii) persons who fall into a minority racial group and persons who do not, in particular grades and in particular occupations.”</p> <p>The information published must be based on the most recent data available. NHS Grampian complies fully with these requirements. A copy of the NHS Grampian Gender Pay Gap Statement is available on our web site.</p>	
<p><b>(ii) Investigation of complaints and alleged incidents</b> Any complaints and alleged incidents with a sex equality element, is promptly investigated and appropriate follow up action taken, involving other agencies, as appropriate.</p> <p><b>Over the next four years</b> This work will continue.</p>	<p>No sex equality complaints have been received in the last 2 years.</p> <p>The Equal Pay Monitoring Report in the new format required is every two years. The Equal Pay Monitoring report was published in April 2017 did contain an anomaly.</p> <p>It was noted that female doctors received a lower hourly rate than male doctors. This anomaly was investigated. The difference related to female doctors taking career breaks. When they returned to work, they returned to the same pay spine point they were on when they left. Male doctors meantime continued to work and get incremental progression, hence the difference.</p> <p>Female doctors on maternity leave do continue to receive incremental progression.</p>

## 9. Sexual orientation outcome

There are two sexual orientation outcomes:

<b>Outcome One: Improve the sexual health of gay and bisexual men in Aberdeen to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.</b>	
Supporting Actions in 2017/21 Outcomes Report	Progress as at March 2019
<b>(i) A new Sexual Health “drop in” clinic for men who have sex with men in Aberdeen will open in early 2017</b> This will provide sexual health information, testing for sexual infections including HIV, provide free condoms and signpost to other services.	The Drop in Clinic is now fully operational.
<b>(ii) Men who have sex with men</b> NHS Grampian will continue the safe sex awareness campaign.	A campaign was run in late 2018/early 2019 to raise awareness about Hepatitis C. The testing process will also indicate the presence of Hepatitis A and B.  Other BBV initiatives are also ongoing and will continue.
<b>(iii) Blood Borne Virus (BBV) testing</b> NHS Grampian will continue its BBV testing campaign and carry out further outreach initiatives.	This work has been ongoing and will continue.

<p><b>(iv) Meeting the health care needs of our local LGB and T communities</b></p> <p>NHS Grampian will keep under review our services to ensure that any opportunities to improve services to meet the needs of the LGB and T communities are thoroughly investigated.</p>	<p>A wide range of services have been provided and are kept under review to ensure we are meeting the needs of our local LGB and T communities.</p>
<p><b>(v) Increase the availability of information</b></p> <p>Over the next four years, NHS Grampian will continue to provide healthcare information of particular interest to the LGB communities. Work will also continue to identify and meet any new information needs.</p>	<p>This work has been ongoing and will continue.</p>
<p><b>(vi) Training to help NHS Grampian staff to be sensitive to the sexual orientation of patients</b></p> <p>LGB and T training is an integral part of the NHS Grampian Equality and Diversity Staff Training Programme.</p>	<p>In the last 2 years, 2,523 staff have received this training.</p>
<p><b>(vi) Stonewall Scotland</b></p> <p>NHS Grampian will work closely with the newly appointed NHS Scotland LGB and T partner agency Stonewall Scotland.</p>	<p>In both 2017 and 2018, NHS Grampian completed the Stonewall Workforce Equality Index. The 2018 results show a 14.5 point improvement over 2017 which moved NHS Grampian 24 places up the leaguer table.</p>



**New initiative**

In February 2018, a trial of the successful NHS England rainbow badge for staff took place in Grampian. The badge encouraged both staff and patients to speak to the wearer about LGT issues.

As a result, the Corporate Graphic Design Department were commissioned to produce a number of designs. The NHS Grampian Diversity Working Group chose one design for an NHS Grampian metal rainbow lapel badge. The badges have been distributed to staff upon completion of their Equality and Diversity KSF Level four Training. The proviso is that wearers must be prepared to take the time to discuss LGBT issues should they be approached.

The badges are now worn daily by Health Board members, executive directors, consultants and senior managers. An image of the badge is shown below with a £1 coin for comparison.



## 10. Gender reassignment outcome

There is one gender reassignment outcome:

**Outcome: Meet the specific healthcare needs of our trans and transgender communities to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.**

Supporting Actions in 2017/21 Outcomes Report	Progress as at March 2019
<p>NHS Grampian provides the full range of 22 elements, recommended by the Department of Health as comprising a gender dysphoria service. However, there are areas where local initiatives are required over the next four years to further develop services.</p>	<p><b>(i) NHS Grampian Gender identity Clinic</b> NHS Grampian has increased the number of consultants providing the gender dysphoria service from one consultant to two. This has helped to reduce waiting times.</p> <p><b>(ii) Location of Gender Identity Clinic</b> Options to move the Gender Identity Clinic off the Royal Cornhill Site have been looked at. Some members of our local trans community feel that a more central location in Aberdeen would make it more accessible.</p> <p><b>(iii) Equality and Diversity Training</b> All Equality and Diversity Training covers the topic of trans and transgender in detail. All participants receive their own personal copy of the NHS Grampian publication:  “Guide for Staff to help them meet the needs of Trans Patients attending for Hospital Care”</p>

## 11. Pregnancy and maternity outcomes

There are two main pregnancy and maternity outcomes:

<b>Outcome: Meeting the specific health care needs of pregnant and nursing Mothers, to advance their equality of opportunity</b>	
<b>Supporting Actions in 2017/21 Outcomes Report</b>	<b>Progress as at March 2019</b>
<p><b>(i) Equality Act 2010</b> NHS Grampian will continue to comply fully with the requirements of the Equality Act 2010 in terms of pregnancy and maternity.</p>	<p>NHS Grampian is fully compliant.</p> <p>In the last 2 years, 2,523 staff have received Equality and Diversity Training. Meeting the needs of pregnant and nursing Mothers is an integral part of this training.</p>
<p><b>(ii) Facilities for nursing Mothers</b> NHS Grampian will include facilities for nursing Mothers in all of our new building schemes.</p>	<p>All new buildings opened or planned in the April 2017 to March 2019 period have included facilities for nursing Mothers.</p>
<p><b>(v) Pregnancy in young people</b> Pregnancy rates for young people in Scotland are falling year on year. Since 2001, pregnancy rates for young people in Grampian have been consistently below the national average. The current figures are:</p>	<p>NHS Grampian and the Health and Social Care Partnerships in Grampian have continued to make progress to reduce the pregnancy rates for young people in Grampian.</p> <p>The most recent figures available are for 2016. These are shown below:</p>

	<b>Grampian</b>	<b>Scotland Average</b>
Average pregnancy rates in under 20's in 2015	30.2 per 1,000 women aged 15-19	32.4 per 1,000 women aged 15-19

However, this is not a uniform pattern across Grampian. In areas of multiple deprivation pregnancy rates in young people are higher than the national average. For example, in Aberdeen City where there are a number of areas of multiple deprivation the average pregnancy rate is 36.1 per 1,000.

	<b>Grampian</b>	<b>Scotland Average</b>
Average pregnancy rates in under 20's in 2016	26.7 per 1,000 population aged 15-19	31 per 1,000 population aged 15-19

In 2016, NHS Grampian recorded the lowest rate of teenage pregnancy rates per 1,000 in the under 20 age group in Scotland in mainland Health Boards.

NHS Grampian also had the lowest teenage pregnancy rate in the under 16 age group of any mainland Board in 2016.

	<b>Grampian</b>	<b>Scotland Average</b>
Average pregnancy rates in under 16's in 2016	1.7% per 1,000 women	3.1 per 1,000 women

NHS Grampian also has the lowest teenage pregnancy rate in the under 18 age group of any mainland Board in 2016.

### Termination of pregnancy rates

	Grampian	Scotland
Terminations per 1,000 women in 2014	11.2 per 1000 women aged 15-44	11.6 per 1000 women aged 15-44

In line with elsewhere in Scotland, most terminations occur in the 20-29 age group.

### Termination of pregnancy rates

	Grampian	Scotland
Terminations per 1,000 women in 2017	10.8 per 1000 women aged 15-44	11.8 per 1000 women aged 15-44

(The above Statistics were all taken from publications by the Information Services Division of NHS National Services Scotland.)

### New initiative

Work has begun on the new Baird Family Hospital on the Foresterhill Site. This will replace the existing Aberdeen Maternity Hospital. The Baird Family Hospital brings together all Maternity, Neonatal, Reproductive Medicine, Breast and Gynaecology service. It will also house a patient hotel and dedicated teaching and research facilities.

## Outcome Two: Meeting the needs of pregnant and nursing Mothers who are NHS Grampian staff, to advance their equality of opportunity

Supporting Actions in 2017/21 Outcomes Report	Progress as at March 2019									
<p><b>(i) Within NHS Grampian</b></p> <p>NHS Grampian has in place a Maternity Leave Co-ordinator whose role is to ensure that pregnant members of staff are kept fully informed of their maternity leave and pay entitlements. They also provide help and advice. NHS Grampian will ensure that all pregnant staff receive their due entitlement.</p>	<p>The Maternity Leave Co-ordinator does an excellent job and has ensured that pregnant members of staff are kept fully informed of their maternity leave and pay entitlements. They also provide help and advice.</p> <p>NHS Grampian is anxious to retain staff in the workforce and can offer Mothers who do not wish to return full-time:</p> <ul style="list-style-type: none"><li>• Flexible hours</li><li>• Part-time work</li><li>• Nursery places</li></ul> <p>This approach has been successful. The figures are:</p> <table><tr><th>Year</th><th>Number</th><th>% of Staff Returning to work</th></tr><tr><td>2017/18</td><td>471</td><td>98.5%</td></tr><tr><td>2016/17</td><td>432</td><td>98.6%</td></tr></table>	Year	Number	% of Staff Returning to work	2017/18	471	98.5%	2016/17	432	98.6%
Year	Number	% of Staff Returning to work								
2017/18	471	98.5%								
2016/17	432	98.6%								

**(iv) The Annual NHS Grampian Equality and Diversity Workforce Monitoring Report**

This Report includes detailed information on the numbers of staff applying for maternity leave each year and the numbers who to return to work. The Report is available on the NHS Grampian web site.

NHS Grampian produced Annual Equality and Diversity Workforce Monitoring Reports for 2016/17 and 2017/18 covering all 9 “protected characteristics”.

The Reports contains detailed information on:

- The numbers of staff applying for maternity leave
- The numbers of staff choosing the “Return to work option”
- The numbers of staff choosing the “Undecided” option
- The numbers of staff who actually return to work

The Reports are widely circulated and posted on the intranet for staff and the internet to allow public scrutiny.

The Reports show that NHS Grampian is a fair and equitable employer.

## 12. Marriage and civil partnership outcomes

There is one marriage and civil partnership outcome:

**Outcome: Staff to be aware of the possible existence of same sex marriages and civil partnerships in the health care setting and take the necessary steps to safeguard the rights of civil partners and same sex marriage partners, to advance equality of opportunity.**

<b>Supporting Actions in 2017/21 Outcomes Report</b>	<b>Progress as at March 2019</b>
<p>All NHS Grampian Equality and Diversity staff training includes information on the need for staff to be aware of the possible existence of an undisclosed same sex marriage or civil partnership. Advice is also included on the special considerations which might be required in the healthcare setting. Work to highlight the need to give special consideration to this possibility will continue.</p> <p>When treating patients, staff are already aware of the need to respect the legal rights of spouses, especially when important healthcare decisions are being made which may involve seriously ill patients or end of life issues. However, it might be less obvious when treating a seriously ill patient or a patient for whom the end of life is imminent that they may be in a same sex marriage or civil partnership.</p> <p>Staff also need to be aware of the rights of Common Law partners.</p>	<p>This training has continued. In the last 2 years, 2,523 staff have received Equality and Diversity Training. Meeting the needs of pregnant and nursing Mothers is an integral part of this training.</p>



### 13. Religion or belief outcomes

There are two religion or belief outcomes. These are:

**Outcome One: Staff to have enhanced awareness of the specific religious and spiritual needs of patients in a health care setting, to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it**

<b>Supporting Actions in 2017/21 Outcomes Report</b>	<b>Progress as at March 2019</b>
Staff to have enhanced awareness of the specific religious and spiritual needs of patients in a health care setting.	<p>This awareness training is an integral part of all NHS Grampian Equality and Diversity Training Seminars. In the last 2 years, 2,523 staff have received this training. In addition, all participants receive their own personal copy of the NHS Grampian booklet:</p> <p>“Religions and Cultures in Grampian: A Practical Guide for health and social care staff to the diversity of beliefs, customs and cultures of the people of Grampian”.</p> <p>The text for the new updated 4<sup>th</sup> Edition booklet is at final draft stage.</p> <p>In addition, the Chaplaincy Team take all opportunities to make NHS Grampian staff aware of the impact of Religion or Belief upon patients and relatives during time of illness. To this end training will be offered in various contexts, e.g., “face to face” inductions for staff and specific targeted training for particular groups.</p>

**Outcome Two: In-patients to have appropriate access to chaplaincy services and faith/belief specific support to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.**

Supporting Actions in 2017/21 Outcomes Report	Progress as at March 2019
<p><b>Access to chaplaincy service for in-patients</b>            Ensure that appropriate questions with regard to religion and belief are asked of patients on admission and all such information is transmitted to the relevant parties, e.g. Chaplaincy Department , Faith group leaders etc. The Chaplaincy department will respond to all requests for their support in a timely manner. The Chaplaincy department will pass on any requests for their support from specific faith/belief groups for individual patients, relatives or staff as quickly as possible.</p>	<p>This work has been ongoing and will continue.</p>
<p><b>New initiative</b>            Over the last 2 years, “Mindfulness“ has been rolled out for hospital based staff.</p> <p>This initiative has also been rolled out to some GP Practices for patients and is proving to be exceptionally popular.</p>	

## **14. Comments and feedback**

This report will be made available to NHS Grampian staff through the intranet and to the wider community in Grampian through the NHS Grampian website.

Any comments on this document will also be warmly welcomed. Comments in any language or format can be made:

By email to: [Nigel.firth@nhs.net](mailto:Nigel.firth@nhs.net)

By post to:

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