



NHS Grampian Equality Outcomes 2021-2025, Update Report as at February 2023

An update Report on the progress NHS Grampian has made in the period April 2021 to February 2023, to progress equality both in the services it provides, and within NHS Grampian

Produced February 2023

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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 to the Equality and Diversity Manager, NHS Grampian. Their contact details are:

Equality and Diversity Manager,
Ground Floor Room 4,
Foresterhill House,
Aberdeen Royal Infirmary,
Aberdeen
AB25 2ZB
Telephone Aberdeen (01224) 552245 or (01224) 551116
Email: gram.communications@nhs.scot

(Polish)

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Equality and Diversity Manager,
Ground Floor Room 4,
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1. Introduction

The 2021/25 Outcomes Report was produced in April 2021 following extensive consultation. It set ambitious targets for us all to achieve in regard to promoting and embedding equality both within NHS Grampian and in the healthcare services we provide. Our ambitions covered the 9 “protected characteristics” of race, disability, age, sex (male or female) sexual orientation, gender reassignment, pregnancy and maternity, and religion or belief.

We were right to be ambitious, even though we knew our work would be set against a backdrop of the worst pandemic any of us had experienced. It was a time when there was also increasing awareness of the impact of developing inequalities across communities and growing calls for social renewal.

Without doubt, the last 2 years have been hugely difficult for our staff who have faced some of the most challenging and demanding times of their careers. It has also been a challenging and difficult time for our patients, their families and the general public.

This is why the excellent work over the first 2 years of our 4 year reporting cycle as outlined in the Report is particularly pleasing to see. It is to the credit of all NHS Grampian staff, the staff of partner agencies and the voluntary sector and the general public, that NHS Grampian has continued to make solid progress in most areas of equality and diversity. The hard work and commitment of all concerned to drive forward this important work cannot be underestimated.

I am confident that the journey towards embedding equality and supporting diversity will continue and I give my wholehearted thanks to everyone who is contributing to this work.

Alison Evison,

Chair,
NHS Grampian Health Board

23rd February 2023

2. Why produce this Update Report?

NHS Grampian has a legal duty under the terms of the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 to produce an Equality Outcomes Report every four years. The Outcomes Report must detail what NHS Grampian wishes to achieve in the sphere of each of the 9 “protected characteristics” of equality and diversity, as defined in the Equality Act 2010. The 9 “protected characteristics are:

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

These 9 protected characteristics are the 9 building blocks of equality and diversity in the United Kingdom.

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.”

Following consultation with local equality and diversity groups and the wider community in Grampian, the third NHS Grampian Equality Outcomes Report 2021/2025 was published on the 12th April 2021.

NHS Grampian has a legal duty to produce a 2 Year Update Report by 30th April 2023. This is the 2 Year Update Report, which follows the same format as the original Outcomes Report to make comparisons possible between the stated aims and the progress made.

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

The UK-wide NHS Knowledge and Skills Framework (KSF) has been implemented for all NHS Grampian staff in the Agenda for Change category. 90.15% of NHS Grampian staff (21,452) are in this category, Separate arrangements are in place for senior managers and medical and dental staff.

KSF Comprises an ongoing cycle of review, planning, staff development and evaluation which links organisational and individual development needs. This is a commitment to the development of everyone who works in the NHS. KSF job outlines are developed for all KSF category posts which detail the knowledge and skills required for the post covering six mandatory core dimensions of:

- Communication
- Personal and People Development
- Health, Safety and Security
- Service Improvement
- Quality
- Equality and Diversity

As can be seen, equality and diversity is one of the six mandatory core dimensions. In addition, there are specific dimensions which reflect the key elements of each post. Equality and diversity training is an essential element in the personal and career development of staff.

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.

a) Delivery method

Until March 2020, all Equality and Diversity Training Seminars were delivered “face to face”. Feedback and evaluation from participants showed that this was an effective and popular way to deliver training.

However, since April 2020, all of this training has been delivered on-line by the TEAMS video system. The content of this training and the

presentation methodology have been adapted to maximise the benefits from this new method of delivery. Feedback from staff completing the TEAMS base training has been extremely positive and has been used to enhance the content.

The move to TEAMS has also widened access to the training for NHS Grampian staff and the staff of partner agencies such as NHS Orkney and NHS Shetland.

Both NHS Orkney and NHS Shetland contract with NHS Grampian for the provision of a comprehensive Equality and Diversity Service. Instead of the Equality and Diversity Manager going on-Island for one week or more each year to provide training, Both NHS Orkney and NHS Shetland through TEAMS, have open access to the 55 Seminars provided by the Equality and Diversity Manager annually. NHS Grampian has acceded to the request from both Health Boards that the current range of Seminars will continue to be available on TEAMS.

As always, after each training seminar, staff are encouraged to apply their knowledge. All participants are welcome to contact the speakers for help or advice at any time.

b) Booking and Recording of Training

Staff book through the TURAS System. The names of all staff participating in each Seminar is recorded and fed back into the TURAS Learn System so Personal Training Plans can be updated.

The main Seminars provided are:

c) Equality and Diversity KSF Level Four Seminar

This training is aimed at senior staff such as consultants, senior clinicians, GP's, senior charge nurses, charge nurses, managers and assistant managers and staff who are Appointing Officers. It is also relevant to volunteers who sit on Clinical Ethics Committees.

This training also meets the Equality and Diversity Training Requirement of all of the various Royal Colleges and remains valid for 5 years.

The training comprises two 90 minute Seminars which are very much interactive. The syllabus covers each of the 9 "protected characteristics" in

detail and Human Trafficking issues in Grampian. It is designed to ensure that staff are able **create and maintain** an environment free from discrimination. It also empowers staff to identify and challenge any discrimination which they may see in their sphere of responsibility. The training also covers:

- The Human Rights Act 1998
- Unconscious bias
- A reflection on our own assumptions
- Potential issues in the interview/lecture situation
- The responsibility to act if we see discrimination occurring

There is also time for discussion and questions.

d) Equality and Diversity KSF Level Two Seminar

This training is provided for supervisory and basic grade staff. It comprises one 2 hour Seminar. The syllabus covers the 9 “protected characteristics” but not in as much depth and Human Trafficking in Grampian. It is designed to ensure staff feel empowered to **support** a discrimination free environment.

	2021/22	2022/23
Staff numbers attending Equality and Diversity KSF Level Four and Level Two Training Seminars	2,211	1,987

e) Level One Equality and Diversity Impact Assessor Training Seminar

The aim of Impact Assessment is simply to avoid policies, strategies and re-organisational proposals being introduced, with the best intentions, which discriminate against one or more groups with a “protected characteristic” or which might be contrary to the Fairer Scotland Duty 2018.

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 usually held twice per year and NHS Grampian currently has 45 managers, staff and trade union officials

trained. Refresher training is also provided. Impact Assessors receive full ongoing support. Due to an increasing number of requests from NHS Orkney, NHS Shetland and the three Health and Social Care Partnerships in Grampian, three Seminars were held in 2022/23 and a total of 41 staff trained.

On average 55 documents are Impact Assessed annually within NHS Grampian.

f) 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. In 2022/23, no new candidates came forward. NHS Grampian has one trained Level Two Impact Assessor.

4. Training specific to particular protected characteristics

a) British Sign Language (BSL) by Video Link

There are five qualified BSL interpreters in Grampian who do excellent work. Each has an individual Service Level Agreement with NHS Grampian. However, there are occasions when a BSL interpreter is not available and there are also circumstances when sensitive healthcare issues are being addressed and the patient ask us not to use a local BSL interpreter. On these occasions, we use the Sign Live Video BSL Service. SignLive BSL interpreters are drawn from across the UK.

Over 50 staff are now trained in the use of Video BSL. Training was paused during 2021/2022 due to COVID-19 but resumed in 2022/23.

b) “Language Line” telephone interpretation

“Language line” is a telephone based interpretation service which give staff access to expert interpreters, on the telephone, in 60-90 seconds, for over 170 different languages. It is available 24/7. NHS Grampian has trained over 4,500 staff in its use.

c) Deaf Awareness Training

This was suspended during the COVID-19 pandemic, but resumed in February 2023. Over 100 staff are now attending classes during the evenings in their own time.

5. Race equality outcomes

There are four main race equality outcomes:

a) Outcome One: meeting the communication needs of our local ethnic communities. 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. Hence the importance of interpretation services.

For most, the biggest barrier is language. Our involvement events and research show that over 90% of recent migrant workers and their families are non-English speaking when they first arrive in Grampian. For the recent Afghan and Ukrainian refugees, this figure is far higher.

Supporting Actions in 2021/25 Outcomes Report	Progress in the 2 years to March 2023
<p>Definition: interpretation is changing the spoken word from one language to another.</p> <p>There are two main types of interpretation provided, “language Line” telephone interpretation and face to face interpretation.</p> <p>In detail:</p>	

“Language Line” Telephone interpretation

We will:

- Continue to make the “Language Line” telephone interpretation service widely available wherever non-English speaking patients require to access healthcare in Grampian.

We now have over 1,080 live Access points with staff trained in its use and each location equipped as required, as increase from 1,066. During COVID -19 large numbers of GP and hospital based staff were trained in the new technique to use “Language Line” to “Call Out” to non-English speaking patients. Training was also provided on how to use “Language Line” to “Call Out” and use simultaneously with NearMe Video consultation. The importance of “Language Line” over the last 2 years can be seen in the usage figures below:

Date	Number of Calls
January to December 2020	9,155
January to December 2021	15,377
January to December 2022	17,323

With large numbers of Afghan and Ukrainian refugees coming to Grampian over the last 2 years, “Language Line” has been especially valuable to supplement our Arabic and Ukrainian face to face” interpreters.

Face to face interpretation

We will:

- Continue to make “face to face” interpreters available and maintain the number of trained “face to face” interpreters available to NHS Grampian at **140** or above.

There are currently **156** trained “face to face” interpreters available to NHS Grampian.

Local “face to face” interpreters have continued to provide a service to NHS Grampian, while observing the required COVID-19 precautions. For this we are extremely grateful. There are some situations where telephone interpretation is not appropriate such as end of life issues, hence the importance of continuing to be able to offer a “face a face” interpreter.

Since February 2022 due to the war in Ukraine, we have trained a second Ukrainian/English interpreter and a further 2 are in-training. More will be recruited if candidates with a sufficient language base can be identified for training.

There are rare occasions when a face to face interpreter cannot be made available. In these situations, the “Language Line” telephone interpretation service was used instead.

Translation services

Definition: Translation is changing the written word from one language to another.

We will:

- Ensure that a wide range of relevant healthcare information, including information on COVID-19, is readily available translated into the main local ethnic community languages.

The nationally produced translated information on COVID-19 has been widely distributed by NHS Grampian and partner agencies. This has been supplemented by locally translated information giving details of the locations of Vaccination Centres, their opening times and other relevant information such as public transport details.

We have also provided information in translation for the less common local ethnic community languages, not covered by the nationally produced materials.

We have provided a wide range of COVID-19 related information in our main local ethnic community languages.

Offer at the front of NHS Grampian documents

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 offer is made in minimum font size 14 or larger. All requests for NHS Grampian information in other formats such as large print, audio and Braille, are met promptly.
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<p>b) Outcomes Two: Continue to meet the healthcare needs of our local ethnic communities and actively promote good health. This outcome will advance equality of opportunity, specifically equality of access to health care and health care information.</p>	
<p>Supporting Actions in 2021/2025 Outcomes Report</p>	<p>Progress as at February 2023</p>
<p>We will:</p> <ul style="list-style-type: none"> • Encourage all members of our local ethnic communities to have the COVID- 9 vaccination when offered 	<p>We have promoting the uptake of the COVID-19 vaccines, boosters and flu jabs by:</p> <ul style="list-style-type: none"> • Providing support, advice and encouragement for members of our local ethnic community to have both vaccinations, boosters and flu jabs. This has comprised:

<ul style="list-style-type: none"> • Meet the healthcare needs of recent asylum seekers and refugees coming to Grampian. 	<ul style="list-style-type: none"> ○ advertising the availability, locations, timing and access criteria in the main local ethnic community languages ○ Making this information available online and on social media ○ Through our partner agencies and local ethnic community groups ○ Providing materials in translation <ul style="list-style-type: none"> • All of our vaccination centres are equipped with the “Language Line” telephone interpretation service and have staff trained in its use. <p>We have provided targeted healthcare support to refugees and asylum seekers in Grampian for many years. This targeted support has been stepped up over the last year to meet the needs of a large number of Ukrainian refugees. Approximately 2,000 Ukrainian refugees have come to Grampian since February 2022, as well as refugees and asylum seekers from the Middle East. We have provided:</p> <ul style="list-style-type: none"> • Multi-lingual presentations to groups in their hotel accommodation • Materials in translation
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<ul style="list-style-type: none"> • Continue to actively promote positive health and wellbeing and carry out targeted health promotion work with our local ethnic communities in co-operation with the three Health and Social care partnerships in Grampian and other partner agencies. • Continue to make staff aware through our training of the cultural differences of different ethnic groups and the need for staff to exercise appropriate sensitivity and cultural understanding. 	<ul style="list-style-type: none"> • Interpreter support for one to one discussions • Assisted refugees and asylum seekers to register with local GP's and access dental, pharmacy and ophthalmic optician services <p>This work has continued, but has been limited due to COVID-19 restricting large gatherings at times.</p> <p>This awareness work has continued through the practical examples used in our Equality and Diversity Seminars.</p>
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<p>c) Outcome Three: 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.</p>	
<p>Supporting Actions in 2021/2025 Outcomes Report</p>	<p>Progress as at February 2023</p>
<p>We will:</p> <ul style="list-style-type: none"> • Promote a positive message to staff that we must all be prepared to call out and challenge racism and discrimination in the workplace, whenever we see it. • Raise staff awareness of the serious harm which racism in the workplaces causes 	<p>NHS Grampian now has in place:</p> <ul style="list-style-type: none"> • A very proactive Equality, Diversity and Human Rights Working Group who are responsible for driving forward the race equality agenda within NHS Grampian • A high level Anti-Racism Group Chaired by the NHS Grampian Deputy Chief Executive • A Joint NHS Grampian/University of Aberdeen Working Group • A Staff Equalities Network <p>The Equality, Diversity and Human Rights Working Group awareness raising campaign has included:</p> <ul style="list-style-type: none"> • Production of a hard hitting 22 minute video where staff share their experiences of racism. The video has

been viewed by 1,500 staff and will now be made available by National Education Scotland (NES) making it available to all Scottish Health Boards on TURAS Learn.

- Mounted a hard hitting anti-racism poster and Pop Up Banner campaign in the main entrances to hospitals and GP Practices. The second generation of anti-racism posters (designs voted on by 484 staff in a Lime Survey) will launch in late February 2023 and contain a QR Code and internet and intranet access information for the new Racism and Discrimination Rapid Reporting System. The strap line for the second generation posters is:
“I am not a racist BUT...When you hear the word BUT, get ready to challenge a racist comment”. these words”
- New Anti-Racism Badge chosen by 560 staff will be launched in late February 2023.
- In the last 2 years 4,198 staff have attended Equality and Diversity Training. Every Seminar seeks to

- Introduce a new Rapid Reporting System for racist and discrimination incidents

Empower staff to challenge racism or discrimination happening in their area.

- Produced an updated Equality, Diversity and Human Rights Policy which has been widely circulated.
- Work has begun on consultation in preparation for the production of a 5 Year Anti-Racism Strategy.

The current DATIX Incident Reporting System is considered by many staff to be too complex and time consuming to use to report incidents. Accordingly, the Equality, Diversity and Human Rights Working Group have piloted and now implemented a new Rapid

Reporting System for Racist and Discrimination incidents which went live on 20th September 2022 and is working well. **11 incidents** were reported in the first 13 weeks. This compares to 2 incidents reported on Datix in the 12 months up to 20th September 2022.

The 11 incidents comprised:

- 6 x racist incidents
- 2 x Bullying incidents

<ul style="list-style-type: none"> • Produce on time, detailed Statutory Reports which monitor Equality and Diversity in Public Bodies in Scotland. These are: <ul style="list-style-type: none"> ○ An Equality Outcomes Report every 4 years ○ An Outcomes Update Report every 2 years 	<ul style="list-style-type: none"> ○ 2 x LGBT incidents ○ 1 discrimination against part-time staff <p>6 incidents were reported anonymously, 5 staff /members of the public were happy to be contacted and have been contacted promptly by either the Equality and Diversity manager or the Assistant Equality and Diversity Manager, who provided advice, support and referral onwards where appropriate.</p> <p>The Equality Outcomes (Objectives) Report 2021-2025 was published on the 12th April 2021 and posted on the NHS Grampian website to facilitate public scrutiny.</p> <p>An Outcomes Update Report which will be produced in February 2023 and posted on the NHS Grampian website to facilitate public scrutiny.</p>
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- An Annual Equality and Diversity Workforce Monitoring Report

- An Equal Pay Report every 2 years

Annual Equality and Diversity Workforce Monitoring Reports were produced and posted on the NHS Grampian website in:

- July 2021
- June 2022

The NHS Grampian Equal Pay Report was produced and published on the NHS Grampian website in June 2021. This was the fourth year cycle Report, so the content was expanded to include information on any pay differential between staff who male or female, disabled and not disabled staff and staff of different ethnicities.

All four Reports show NHS Grampian is making positive progress.

6. Disability equality outcomes

There are two main disability equality outcomes:

<p>a) 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.</p>	
<p>Supporting Actions in 2021/25 Outcomes Report</p>	<p>Progress as at February 2023</p>
<p>We will:</p> <ul style="list-style-type: none"> • Continue to meet all requests for “face to face” British Sign Language (BSL) interpreters. • COVID-19 and BSL NHS Grampian will fund BSL interpreters to accompany and encourage members of our local Deaf communities to receive the COVID-19 vaccine, boosters and flu jabs. 	<p>There are five qualified BSL interpreters in Grampian, all five have individual Service Level Agreements with NHS Grampian. All requests for “face to face” BSL interpretation have been met over the last 2 years.</p> <p>COVID-19 and BSL</p> <ul style="list-style-type: none"> • NHS Grampian fully funded the BSL interpreters to accompany members of our local Deaf communities to attend every vaccination, booster and flu jab sessions. This proved to be extremely popular with

<ul style="list-style-type: none">• Continue the roll out of the SignLive Video BSL service	<p>our local Deaf communities and take up rates were exceptional.</p> <ul style="list-style-type: none">• During the COVID-19 pandemic all 5 BSL interpreters have continued to provide a “face to face” service to members of our local Deaf communities when accessing healthcare.• In the absence of national information in BSL in the early part of the pandemic, NHS Grampian commissioned our local BSL interpreters to produce and promote a series of videos for social media. When national level information became available in BSL, we continued to supplement these videos in BSL videos containing local information about the location and timing of vaccination, boosters and flu jab sessions, <p>The roll out has been paused during the COVID-19 pandemic, unless there has been a specific requirement. SignLive does not replace our local BSL interpreters, but is especially useful in situations where the patient has requested anonymity and specifically that we do not use a local BSL interpreter. SignLive is live in areas such as Mental Health Services and Sexual Health.</p>
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- **Offer at the front of documents**

Continue to offer to provide any of our published material in any other language or format, upon request. Our leaflets, booklets and other published material contain this offer at the front in minimum font size 14.

Telephone and email contact details are also included.

- **Information for patients and relatives with a sight problem**

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”.

Offer at the front of documents

All requests received over the last 2 years have all been responded to promptly.

All NHS Grampian leaflets, booklets and other published material published in the last 2 years have all contained this offer. No document is passed for publication following the Equality and Diversity Impact Assessment process, if it does not contain this offer.

Information for patients and relatives with a sight problem

All NHS Grampian leaflets, booklets and other published material published in the last 2 years have all complied with the RNIB “Good Practice Guidelines”. No document is passed for publication following the Equality and Diversity Impact Assessment process, if it does not comply.

- **Pictorial/Accessible Material**

Continue the work of the NHS Grampian Disability Discrimination Act Review Group (DDARG) Pictorial/Accessible Sub Group to produce a wide range of pictorial/accessible materials to assist patients with a Learning Disability or aphasia or others who might benefit from this format.

- **Mental Health**

There is an urgent need to expand mental health service to cope with the increased demand

COVID-19 and the lockdown have had a massive negative impact on the mental health of people. These negative effects have been magnified for disabled people, especially those with pre-existing medical conditions which required them to self-isolate. Some of these effects may not become apparent for some time.

Pictorial/Accessible Material

This important work has continued during the COVID-19 pandemic and has included the production of specific COVID-19 related materials.

The Sub Group have also continued to provide advice and support to staff wishing to produce pictorial/accessible material and provide a Quality Control Service.

Mental health service provision has been expanded greatly over the last 2 years by NHS Grampian and the three HSCP's in Grampian. The work to further expand mental health services will continue.

A Survey carried out by the DDARG showed that mental health was the biggest single health issue for disabled people in Grampian during COVID-19 and the associated lockdown. Fear of contracting COVID-19 and the impacts of isolation and the ceasing of daily activities were mentioned by nearly all disabled people who responded to the survey.

Support has continued for the “Butterfly Scheme” for people with dementia and the “See me” scheme to help overcome the stigma attached to mental health.

Healthcare Staff

A wide range of support for staff has been put in place including:

- “Mindfulness sessions
- Counselling
- “Chill Out” zones

Many NHS Grampian staff after 2 years in the front line, have left to do other jobs or have decided to leave the job market leading to an increase in job vacancies.

<p style="text-align: center;">Supporting Actions in 2021/2025 Outcomes Report</p>	<p style="text-align: center;">Progress as at February 2023</p>
<p>We will:</p> <ul style="list-style-type: none"> Continue to carry out an annual programme of schemes to facilitate better access to NHS Grampian premises for people with a disability or age related mobility issues 	<p>Annual Programme of Physical Improvement Schemes</p> <p>Pre-COVID-19, schemes to improve disability access were identified by Disability Access Audits carried out by local Disability access Panels and NHS Grampian and HSCP staff. During COVID-19 Disability Access Audits have not been possible.</p> <p>Disability related improvements schemes have therefore been put forward by NHS Grampian and HSCP staff for consideration by the DDARG, which comprise a majority of disabled people. The DDARG receive an annual capital allocation to carry out these schemes. Schemes are discussed and given a priority and actioned as far as funding allows. Any schemes not completed in one Financial Year are carried forward to the next.</p> <p>In 2021/22 the allocated funding received was £100,000 including VAT</p> <p>Six schemes were completed comprising 2 schemes at Jubilee Hospital Huntly, 1 scheme at Fraserburgh</p>

<ul style="list-style-type: none"> Major capital schemes NHS Grampian will develop new hospital facilities to provide both patients and staff with the most modern facilities. Meeting the needs of disabled people will be an integral part of this work. 	<p>Hospital, 2 at Aberdeen Royal Infirmary and 1 at Woodend Hospital.</p> <p>In 2022/23 the allocated funding received was £220,000 including VAT 12 schemes were completed. 9 of the 12 schemes were carried out at Dr Gray's Hospital, Elgin with a major programme to make internal doors electrically opening.</p> <p>Baird and Anchor Schemes The new Baird and Anchor major building projects are currently being constructed. Work to build a new Elective Care Centre will start shortly. These three schemes represent an investment in excess of £400 million.</p>
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7. Age equality outcomes

Most of our age equality outcomes are fully integrated into the disability outcomes as shown at 6 above. However, there are two additional specific age equality outcomes.

<p>a) Outcome One: Implementing the Scottish Government Policy “Getting it Right for Every Child* (GIFREC). This will advance equality of opportunity between persons who share a relevant “protected characteristic” and persons who do not share it.</p>	
<p>Supporting Actions in 2021/25 Outcomes Report</p>	<p>Progress as at February 2023</p>
<p>We will:</p> <ul style="list-style-type: none"> <p>Continue to support a multi-disciplinary multi-agency approach with the three Health and Social Care Partnerships in Grampian and other partners. We will continue to share training resources and knowledge.</p> 	<p>This vital work has continued during COVID-19. However, COVID-19 restrictions have made in person contact not possible at times.</p>

b) Outcome Two: Promote independent living for older People. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.

Supporting Actions in 2021/23 Outcomes Report

Progress as at February 2023

We will:

- **Promote Intermediate Care**

Since 2012, the Scottish Government have promoted Intermediate Care Services to patients, usually older people, after leaving hospital or when they are at risk of being admitted. It is designed to:

- Avoid unnecessary admissions to hospitals
- Help people to be as independent as possible after a stay in hospital
- Avoid people having to move into a care home until absolutely necessary.

NHS Grampian, in co-operation with the three HSCP's in Grampian have actively supported this work with:

Hospital at Home

This is a short-term targeted intervention that provides a level of acute hospital care in an individual's own home equivalent to care provided in a hospital. This is in place in Aberdeen City.

Creation of a £50 million Elective Care Centre on the Foresterhill Site

This will bring a number of existing hospital outpatient services on the Foresterhill Site together in one multi-disciplinary area. It will help to avoid multiple visits to hospital by enabling several different tests and

	<p>procedures to be carried out in one visit. This will also help to reduce the need for many hospital admissions.</p> <p>Following extensive planning and design work, on-site building work will begin in Summer 2023.</p>
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8. Sex (male or female) equality outcomes

There are three main sex equality outcomes. These are:

<p>a) 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.</p>	
Supporting Actions in 2021/25 Outcomes Report	Progress as at February 2023
<p>We will:</p> <ul style="list-style-type: none"> • Gender based violence Continue the routine inquiry of gender based violence in priority areas such as Maternity 	<p>This work has been ongoing and will continue. Women are at much higher risk of experiencing domestic violence during and after pregnancy which can have serious</p>

<p>Services, Mental Health (Substance Misuse) Services, Sexual Health, A&E and Community Nursing.</p> <ul style="list-style-type: none"> • Continue to provide training for front line NHS Grampian managers and staff to help them recognise the signs of gender based violence and to have the knowledge and skills to respond • Continue to produce information on the sources of help and support such as Grampian Women's Aid and Rape Crisis Grampian and make this information readily available. • Continue to make Human Trafficking and recognising the signs, an integral part of every Equality and Diversity Seminar 	<p>adverse effects on a woman's physical, psychological and social health and well-being. Recent studies estimate that one in three women report domestic violence during and/or after pregnancy, but the incidence can vary.</p> <p>Achieved and ongoing.</p> <p>Achieved and ongoing.</p> <p>Every Equality and Diversity KSF Level Two and Level Four Seminar contains a 15 minute slot on Human trafficking and recognising the signs. The segment is based on the Police Scotland Leaflet "Human Trafficking, Reading the Signs".</p> <p>4,198 staff attended an Equality and Diversity Training Seminar in the last 2 Financial Years.</p>
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b) Outcome Two: Improve the uptake of health care by men. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.

Research has shown that males visit their GP on average 33% less than females. In addition, 70% of men are overweight or obese, compared to 67% of women. (Source Scottish Government Survey 2021)

Supporting Actions in 2021/25 Outcomes Report	Progress as at February 2023
<p>We will:</p> <ul style="list-style-type: none"> • In co-operation with the 3 HSCP's in Grampian, continue to offer a series of health checks specifically for males. • Continue to promote Men's Health Week to highlight: <ul style="list-style-type: none"> ○ Prostate cancer ○ Alcohol harm reduction ○ Mental health Suicide prevention 	<p>Achieved and ongoing.</p> <p>Achieved and ongoing.</p>

c) **Outcome Three: Provide targeted healthcare, support and relevant information on the menopause to women.** This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.

Supporting Actions in 2021/25 Outcomes Report	Progress as at February 2023
<p>We will:</p> <ul style="list-style-type: none"> • Promote to women in the 45-55 age group the availability of the NHS Grampian Menopause Clinic for women experiencing problems. • Promote menopause awareness through use of our social media. • Introduce “Menopause Cafes” where women can meet to discuss their personal experiences of the menopause • Provide support and advice to NHS Grampian female staff experiencing the menopause 	<p>Achieved and ongoing.</p> <p>Achieved and ongoing. This work has been greatly assisted by recent national celebrity media campaigns to raise menopause awareness.</p> <p>These have now begun and will be expanded.</p> <p>Achieved and ongoing through the: “My Healthy Workplace Menopause Forum” and Occupational Health.</p>

9. Sexual orientation outcomes

There are two main sexual orientation outcomes. These are:

<p>a) Outcome One: Meeting the specific healthcare needs of our local LGBT communities. This will help to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;</p>	
<p>Supporting Actions in 2021/23 Outcomes Report</p>	<p>Progress as at February 2023</p>
<p>We will:</p> <ul style="list-style-type: none"> • Continue the safe sex awareness campaign for men who have sex with men • Continue the Blood Borne Virus (BBV) testing campaign and carry out further outreach initiatives • Increase the availability of healthcare information of particular interest to our LGBT communities. 	<p>Achieved and ongoing.</p> <p>Achieved and ongoing.</p> <p>Achieved and ongoing.</p>

b) Outcome Two: Continue and further develop the “Rainbow LGBT Awareness Campaign” within NHS Grampian. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.

Supporting Actions in 2021/25 Outcomes Report	Progress as at February 2023
<p>We will:</p> <ul style="list-style-type: none"> Continue to make NHS Grampian Rainbow Lanyards, Pulley Type Lanyards and NHS Grampian Rainbow badges widely available to staff to make explicit that NHS Grampian is LGBT friendly. 	<p>Rainbow Items Since 1st April 2021, we have met the requests of staff and issued:</p> <ul style="list-style-type: none"> A further 2,500 Rainbow Ribbon Type Lanyards A further 1,000 Pulley Type Lanyards A further 1,400 NHS Grampian Rainbow Badges <p>In June 2021, NHS Scotland followed the example of NHS Grampian and launched the NHS Scotland Pride Badge. Since launch, NHS Grampian has purchased 2,000 Badges, of which 1,900 have been issued.</p> <p>At every Equality and Diversity Seminar, the Rainbow badges and Lanyards are promoted to staff.</p>

<ul style="list-style-type: none"> • Expand the number of Rainbow benches in hospital grounds and display Rainbow banners outside hospitals • Post COVID-19 resume participation and support for the Annual Grampian Pride Parade and supporting events. • Continue to make LGBT awareness an integral part of every Equality and Diversity Training Seminar. 	<p>Paused due to COVID-19, but will resume shortly when Estates have released capacity from COVID-19 related work.</p> <p>Approximately 40 NHS Grampian staff participated in the first post COVID-19 Pride Parade in May 2022 and supporting events. Public Health had a Health Promoting Display.</p> <p>A larger NHS Grampian presence is planned for the next Pride Event in May 2023.</p> <p>This has been achieved for the last 2 years and will continue.</p>
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10. Gender reassignment outcome

There is one gender reassignment outcome:

<p>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.</p>	
<p>Supporting Actions in 2021/25 Outcomes Report</p>	<p>Progress as at February 2023</p>
<p>We will:</p> <ul style="list-style-type: none"> • Continue the excellent progress and further develop gender dysphoria services. Recent Improvements have included: <ul style="list-style-type: none"> ○ Having a service led by two consultants rather than one ○ The appointment of a trained gender dysphoria counsellor ○ Reduced waiting times 	<p>Achieved and work is ongoing.</p> <p>A trained gender dysphoria counsellor is now in post.</p> <p>Due to COVID-19 waiting times became longer. Work is now ongoing and waiting times reducing.</p>

<ul style="list-style-type: none"> • Progress work to relocate the Gender Dysphoria Service to a more accessible Aberdeen City Centre location. • Continue to make Trans awareness an integral part of every Equality and Diversity KSF Level Two Seminar 	<p>Discussion have been held but as yet, there is no definitive outcome.</p> <p>Trans awareness has been an integral part of every Equality and Diversity KSF Level Two Seminar. This has resulted in:</p> <ul style="list-style-type: none"> • Praise from a number of staff with Trans children. Often this has resulted in one to one TEAMS discussions enabling the staff to share a range of issues faced by themselves and their children with the Equality and Diversity Manager, • Requests from individual GP Practices and Groups of Practices, hospital departments and HSCP staff for a dedicated Seminar on Trans Awareness. • A dedicated One Hour Trans Awareness Seminar has been developed and made widely available. • The availability both online and in hard copy format of the booklet: “Guide for staff to help them meet
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	the needs of Trans Patients attending for Hospital Care is promoted at every Seminar.
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11. Pregnancy and maternity outcomes

There are five main pregnancy and maternity outcomes:

<p>a) Outcome One: Meeting the specific health care needs of pregnant and nursing Mothers. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not.</p>	
<p>Supporting Actions in 2021/25 Outcomes Report</p>	<p>Progress as at February 2023</p>
<p>We will:</p> <p>Develop new state of the art in-patient facilities for pregnancy and maternity care in Aberdeen. Work has begun on the new £233 million Baird Family Hospital on the Foresterhill Site. This will replace the existing Aberdeen Maternity Hospital and several other associated facilities on the Foresterhill Site. It will open in 2023</p>	<p>The new hospital building project has been delayed due to COVID-19 restrictions, but is now on schedule to open in March 2024.</p>

<ul style="list-style-type: none"> • Maternity Services at Dr Gray’s Hospital, Elgin. 	<p>NHS Grampian has committed to restore a consultant-led obstetric care service at Dr Gray’s Hospital in Elgin in 2026. NHS Grampian and NHS Highland will continue to work together to ensure sustainable maternity services for women in the North and North East of Scotland.</p>
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<p>b) Outcome Two: Provision of a Fertility Service to patients, who meet the treatment criteria. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not.</p>	
<p>Supporting Actions in 2021/25 Outcomes Report</p>	<p>Progress as at February 2023</p>
<p>We will:</p> <ul style="list-style-type: none"> • Offer all patients a consultation with an appropriately trained medical/paramedical member of staff. • Provide information on the full range of methods available for fertility/fertility 	<p>Achieved and ongoing.</p> <p>Achieved and ongoing.</p>

<p>preservation that might be appropriate for that individual.</p> <ul style="list-style-type: none"> Refer patients who meet the required access criteria to assisted reproduction only where the patient is keen to proceed. 	<p>Achieved and ongoing.</p>
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<p>Outcome Three: Continue the development of sex education services for teenagers. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.</p> <p>Teenage pregnancy rates in Scotland have been falling since 1994. In 2017 NHS Grampian recorded the lowest teenage pregnancy rates of any mainland Health Board in Scotland. However, pregnancy rates in the most deprived areas of Grampian have fallen less than in more affluent areas.</p>	
<p>Supporting Actions in 2021/25 Outcomes Report</p>	<p>Progress as at February 2023</p>
<p>We will:</p> <ul style="list-style-type: none"> Continue the successful sex education campaign for teenagers in Grampian over the 	<p>Teenage pregnancy rates in Scotland have continued to fall. This is also the position in Grampian.</p>

<p>next four years, working closely with the three HSCP's and Local Education Departments.</p>	<p>Grampian had the second lowest rate of teenage pregnancy of any mainland Health Board at 23.9 per 1,000 women in 2020, (the most up to date figures available).</p> <p>In the more deprived areas across Scotland, teenage pregnancy rates on average are more than double the rate in more affluent areas.</p> <p>In more affluent areas, teenage pregnancies are twice as likely to end in terminations that in less affluent areas.</p> <p>The sex education campaign will continue to further reduce teenage pregnancy rates.</p>
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<p>Outcome Four: NHS Grampian will continue to support and encourage breast/chest feeding for babies and children beyond the age of one year. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.</p>	
<p>Supporting Actions in 2021/25 Outcomes Report</p>	<p>Progress as at February 2023</p>
<p>We will:</p>	

<ul style="list-style-type: none"> • Appoint an infant Feeding Peer Support Co-ordinator who will promote this measure and will liaise with colleagues to provide training to help them provide appropriate support to nursing Mothers/parents. 	<p>The Infant Feeding Peer Support Co-ordinator is in post and doing valuable work.</p>
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<p>Outcome Five: Ensure that pregnant staff receive appropriate support and advice and receive their full maternity leave entitlement. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.</p>	
<p>Supporting Actions in 2021/25 Outcomes Report</p>	<p>Progress as at February 2023</p>
<p>We will:</p> <ul style="list-style-type: none"> • Continue to provide advice and support to pregnant staff through the Maternity Leave Co-ordinator. 	<p>Support and advice has been provided. The figures for 2020/21 and 2021/22 for staff returning to work are shown below:</p>

Year	No. of applications	Staff choosing "Return to work" option"	Undecided option	No. who actually returned to work	% Returning to work
2021/22	572	560	12	552	96.5%
2020/21	509	495	14	498	97.9%

The high percentage of women returning to work could be influenced by a number of factors such as:

- A commitment by staff to return to work to support colleagues during the COVID-19 pandemic.
- The opportunities for flexible or part-time working offered
- The availability of nursery places
- The availability of refresher training
- The high cost of living and accommodation in Grampian
- The insecure job situation in the oil industry

This advice and support will continue.

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.

Supporting Actions in 2021/25 Outcomes Report	Progress as at February 2023
<p>We will:</p> <ul style="list-style-type: none">• Ensure that all NHS Grampian Equality and Diversity Staff Training Seminars 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>Information on same sex marriage and civil partnerships is an integral part of every Equality and Diversity Seminar. This training has continued. In the last 2 years, 4,198 staff have attended this training.</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.
- Staff also need to be aware of the rights of Common Law partners.

13. Religion or belief outcomes

There are two religion or belief outcomes. These are:

<p>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</p>	
<p>Supporting Actions in 2021/25 Outcomes Report</p>	<p>Progress as at February 2023</p>
<p>We will:</p> <ul style="list-style-type: none"> • Ensure staff 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, 4,198 staff have received this training. In addition, all participants are offered their own personal copy of the NHS Grampian booklet: “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”. The booklet is available both electronically and in hard copy format.</p> <p>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</p>

	to face” inductions for staff and specific targeted training for particular groups.
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<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.</p>	
<p>Supporting Actions in 2021/25 Outcomes Report</p>	<p>Progress as at February 2023</p>
<p>We will:</p> <ul style="list-style-type: none"> • Access to chaplaincy service for in-patients Ensure that appropriate questions with regard to religion and belief are asked of patients on admission and all such information is transmitted to the Chaplaincy Department for sharing as appropriate, in line with the patient’s wishes. 	<p>This work has been ongoing and will continue.</p> <p>During COVID-19 Chaplaincy visits to areas of hospitals where there was COVID-19 had of necessity to be restricted. However, every effort was made to visit both patients and staff where possible.</p> <p>Since the COVID-19 restrictions were lifted, chaplains have returned to visiting and supporting patients and their relatives and visitors and staff.</p>

<ul style="list-style-type: none"> • 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. • Support for staff and Mindfulness Mindfulness was rolled out for NHS Grampian staff and patients by the Chaplaincy Team in 2019. It was then extended to GP Practices. The roll out of Mindfulness will continue. 	<p>Chaplaincy volunteers have also returned to their role and their presence on the wards has been warmly welcomed by all.</p> <p>During the COVID-19 pandemic, information was relayed, but visits by religious/faith leaders was of necessity restricted.</p> <p>With the lifting of COVID-19 restrictions, religious and faith leaders have been able to resume visiting, usually by arrangement with the wards. This is in addition to any other visitors patients may have.</p> <p>Mindfulness is a meditation achieved by focusing one's awareness on the present moment, while calmly acknowledging and accepting one's feelings, thoughts, and bodily sensations. It is used as a therapeutic technique. Mindfulness has been extremely important to many NHS Grampian staff experiencing stress and distress, especially during the worst of the COVID-19 pandemic.</p>
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	<p>The Community Chaplaincy Listening Service is now available in Aberdeen City and Aberdeenshire and there are plans to seek funding for a Grampian-wide service/</p> <p>Throughout the COVID-19 Pandemic, the Chaplaincy Team have performed daily heroics supporting large numbers of both patients, their relatives and staff.</p> <p>The incredible contribution of the Chaplaincy Team and their supporters over the last two years and for many years before, cannot be overstated.</p>
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14. Comments and feedback

This report is available on the intranet for staff and on the internet to facilitate public scrutiny.

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

By post to:

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Ground Floor Room 4,
Foresterhill House,
Foresterhill Site,
Aberdeen
AB25 2ZB

By voicemail to: (01224) 552245 or (01224) 551116