



## Stakeholder and Health Watch: Equality Delivery System 2 (EDS2) results (2014)



we **respect** each other  
we have a **can do** attitude  
we strive for **improvement**  
we take **pride** in the service we provide  
we are welcoming, friendly and **caring**  
we put **patients** at the heart of everything we do

Equality Delivery System 2 Goal	Final goal grade:	Verified on:
1. 'Better health outcomes for all'	<b>Achieving</b>	7/3/2014 (Health Watch)
Individual Outcome grades for Goal 1:	Grade	
<b>EDS2 Outcome 1.1</b> "Services are commissioned, designed and procured to meet the health needs of local communities, promote well-being, and reduce health inequalities"	<b>Achieving</b>	
<b>EDS2 Outcome 1.2</b> "Individual patients" health needs are assessed, and resulting services provided, in appropriate and effective ways"	<b>Achieving</b>	
<b>EDS2 Outcome 1.3</b> "Changes across services for individual patients are discussed with them, and transitions are made smoothly"	<b>Achieving</b>	
<b>EDS2 Outcome 1.4</b> "The safety of patients is prioritised and assured. In particular, patients are free from abuse, harassment, bullying, violence from other patients and staff, with redress being open and fair to all"	<b>Achieving</b>	
<b>EDS2 Outcome 1.5</b> "Public health, vaccination and screening programmes reach and benefit all local communities and groups"	<b>Achieving</b>	



Equality Delivery System 2 Goal	Final goal grade:	Verified on:
2. 'Improved patient access and experience'	<b>Achieving</b>	7/3/2014 (Health Watch)
Individual Outcome grades for Goal 2:	Grade	
<p>EDS2 Outcome 2.1  <b>"Patients, carers and communities can readily access services, and should not be denied access on unreasonable grounds"</b></p>	<b>Achieving</b>	
<p>EDS2 Outcome 2.2  <b>"Patients are informed and supported to be as involved as they wish to be in their diagnosis and decisions about their care, and to exercise choice about treatments and places of treatment"</b></p>	<b>Achieving</b>	
<p>EDS2 Outcome 2.3  <b>"Patients and carers report positive experiences of their treatment and care outcomes and of being listened to and respected and of how their privacy and dignity is prioritised"</b></p>	<b>Achieving</b>	
<p>EDS2 Outcome 2.4  <b>"Patients" and carers" complaints about services, and subsequent claims for redress, should be handled respectfully and efficiently"</b></p>	<b>Achieving</b>	



<b>Equality Delivery System 2 Goal</b>	<b>Final goal grade:</b>	<b>Verified on:</b>
<b>3. 'Empowered, engaged and well-supported staff'</b>	<b>Achieving</b>	7/3/2014 (Health Watch)
<b>Individual Outcome grades for Goal 3:</b>		<b>Grade</b>
EDS2 Outcome 3.1 "Recruitment and selection processes are fair, inclusive and transparent so that the workforce becomes as diverse as it can be within all occupations and grades"		<b>Achieving</b>
EDS2 Outcome 3.2 "Levels of pay and related terms and conditions are fairly determined for all posts, with staff doing equal work and work rated as of equal value being entitled to equal pay"		<b>Achieving</b>
EDS2 Outcome 3.3 "Through support, training, personal development and performance appraisal, staff are confident and competent to do their work, so that services are commissioned or provided appropriately"		<b>Achieving</b>
EDS2 Outcome 3.4 "Staff are free from abuse, harassment, bullying, violence from both patients and their relatives and colleagues, with redress being open and fair to all"		<b>Achieving</b>
EDS2 Outcome 3.5 "Flexible working options are made available to all staff, consistent with the needs of the service, and the way people lead their lives"		<b>Achieving</b>
EDS2 Outcome 3.6 "The Staff Report Positive experiences of their membership of the workforce"		<b>Achieving</b>

<b>Equality Delivery System 2 Goal</b>	<b>Final goal grade:</b>	<b>Verified on:</b>
<b>4. ‘Inclusive leadership at all levels’</b>	<b>Achieving</b>	7/3/2012 (Health Watch)

<b>Individual Outcome grades for Goal 4:</b>	<b>Grade</b>
<p><b>EDS2 Outcome 4.1</b>  <b>“Boards and senior leaders conduct and plan their business so that equality is advanced, and good relations fostered, within their organisations and beyond”</b></p>	<b>Excelling</b>
<p><b>EDS2 Outcome 4.2</b>  <b>“Papers that come before the Board and other major committees identify equality-related impacts including risks, and say how these risks are to be managed”</b></p>	<b>Achieving</b>
<p><b>EDS2 Outcome 4.3</b>  <b>“Middle managers and other line managers support and motivate their staff to work in culturally competent ways within a work environment free from discrimination”</b></p>	<b>Achieving</b>



## Recorded dates of Stakeholder EDS2 grading:

### **EDS2 Assessments:**

Countess staff Equality Local Champions (ELC) - 3/2/2014

Chester Accessibility Action Group (CAAG)/DIAL House - 6/2/2014

Countess FT Governors – 13/2/2014

Irish Community Care Merseyside (ICCM) - 14/2/2014

Hospital Volunteers - 17/2/2014

Alzheimer's Society – 25/2/2014

TransForum, Unique TG & Encompass LGBT- 26/2/2014

### **Verification date:**

Cheshire West and Chester Health Watch – 7/3/2014

