

# An Open Culture

Engagement – Equality – Experience

Annual Report 2015



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**An Open Culture: Engagement – Equality - Experience**  
**Annual Report 2015**

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## Foreword

On behalf of our Governing Body colleagues we are delighted to present NHS Gloucestershire Clinical Commissioning Group's (GCCG) Engagement, Equality and Experience Report, 2015: *Our Open Culture*.

This Report sets out progress against our equality objectives, first published in 2013, and future direction of our work to promote equality, reduce health inequalities and enshrine human rights considerations into our day to day work.

Its format is dynamic. Throughout this report, which we are publishing on line, there are web-links to a range of online resources which support or promote the CCG's engagement, equality and experience activities. Case studies are used to illustrate examples of activity in the last twelve months. It is our intention to continue to gather case studies, as well as Real Life Stories, to inform our commissioning priorities and decisions, so as to achieve better health outcomes for everyone.

We are committed to ensuring equitable and fair treatment for our local and diverse communities. We are working hard to develop an open culture and lead by example to embed fairness into the behaviours of our staff.

We are committed to making effective engagement a reality and ensuring that the individual's experience of care is a driver for quality and service improvement.

We will continue to help and support our staff to understand the importance of engaging with local communities, personalisation, fairness and diversity in the planning and delivery of services.

We aim to provide a working environment where staff can thrive, are confident to be themselves, feel valued and treat each other with fairness, dignity and respect while working to ensure that all of our information, services and buildings are accessible. We support our staff to show zero tolerance towards bullying, harassment, inappropriate language and behaviour. We encourage the reporting of all cases of discrimination acknowledging and valuing the work of all our local partners who help us deliver fairness for patients, carers and staff.



**Valerie Webb**

Chair, Equality and Health Inequalities Working Party and Lay Member for Business, GCCG Governing Body



**Alan Elkin**

Chair, Primary Care Commissioning Committee and Lay Member for Patient Engagement & Experience, GCCG Governing Body

## 1. Introduction

1.1. *NHS Gloucestershire Clinical Commissioning Group (CCG)* is publishing this report as required under the specific equality duty of the Equality Act 2010. This year, we have chosen to combine our progress report on equalities work with examples of innovative practice in engaging and involving our local patients, carers, staff and communities.

1.2. The Public Sector Equality Duty<sup>1</sup> came into force in April 2011. It requires the CCG, in the exercise of its functions, to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act;
- Advance equality of opportunity between people who share a protected characteristic and those who do not;
- Foster good relations between people who share a protected characteristic and those who do not.

1.3. This report covers:

- “An Open Culture”: an introduction to our strategies
- Legal requirements relating to engagement, experience and equality
- A profile of the population of Gloucestershire
- Innovative practice that demonstrates our commitment to engagement and equality (web links to case studies)
- Equality information regarding our workforce

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<sup>1</sup> Source: <http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

## **2. Promoting equality and valuing diversity: 'An Open Culture'**

2.1. This strategy sets out how we will ensure that promoting equality and valuing diversity is embedded in the planning, commissioning and delivery of local health services. We are keen to build upon the work that has already been undertaken since GCCG was established in 2013. GCCG has adopted the following Equality Objectives:

- To develop a fresh strategy and action plan for promoting equality, diversity, human rights, inclusion and reduction in health inequalities including the implementation of the revised Equality Delivery System (EDS2).
- To increase awareness of the importance of promoting equality/ reducing health inequalities agenda within the CCG and across member practices.
- To improve quality of, and accessibility to, the demographic profile of Gloucestershire by protected characteristics and identify variations in health needs to enable staff to undertake meaningful equality impact analysis on the work as it develops.
- Support staff to put equality/reduction in health inequalities at the heart of the commissioning cycle.

2.2. The Strategy and action plan, approved in November 2015, can be found on the CCG website at: <http://www.gloucestershireccg.nhs.uk/about-us/equality-diversity/>

## **3. A Strategy for Engagement and Experience (incorporating Primary Medical Care from 1/4/2015) 'Our Open Culture'**

3.1. We want to ensure that 'quiet voices' are heard and that we are recognised as 'commissioners on the ground'. The Strategy for Engagement and Experience, approved by GCCG in September 2014, describes how using a simple Framework, underpinned by three enabling principles and three methods of delivery, we achieve this.

- 3.2. 'Our Open Culture' Framework promotes 'Equality' and working in 'Partnership' and the desire to enable 'Anyone and Everyone' to have a voice. To achieve this we provide 'Information and good Communication', focus on 'Experience' feedback and undertake good 'Engagement and Consultation'.
- 3.3. The Strategy's aim is to ensure that the CCG: *achieves the essential conditions and culture within the organisation to make effective engagement a reality and to ensure that the individual's experience of care is a driver for quality and service improvement.*
- 3.4. The Strategy is available on the CCG website at:  
<http://www.gloucestershireccg.nhs.uk/feedback/gccg-engagement-and-experience-strategy/>

#### 4. Legal Requirements

- 4.1. **Equality:** Our strategy recognises our commitment to, and legal obligations under, the Equality Act 2010 and Public Sector Equality Duty; Health and Social Care Act 2012; Human Rights Act 1998 and the FREDA principles; Convention on the Rights of the Child; NHS Constitution and NHS Workforce Equality Standard. Further information on current legislation can be found at: <http://www.gloucestershireccg.nhs.uk/about-us/equality-diversity/relevant-legislation/>
- 4.2. **Engagement and Experience:** There are several 'must dos' in the field of engagement, equality and experience. These are set out in national legislation and guidance. The key requirements and mechanisms we must work with are described within three key pieces of legislation: Health and Social Care Act 2012, The Equality Act 2010 and The NHS Constitution 2010. Details of these requirements, which ensure the CCG meets these legal responsibilities, can be found on the GCCG website:  
<http://www.gloucestershireccg.nhs.uk/feedback/gccg-engagement-and-experience-strategy/relevant-legislation/>

## 5. Profile of Gloucestershire

5.1 We use a range of data and information when we develop policies, set strategies, design, review and deliver our services. We believe that it is important to understand the composition of our local population by protected characteristics so that we can:

- engage effectively with different communities to understand their varying health and self-care support needs;
- commission services to meet their health and self-care needs in an appropriate manner;
- assess the likely impact of our decisions on a diverse range of communities; and
- work with these communities to minimise any adverse impact and maximise any positive impact.

5.2 This year the CCG has jointly produced an updated Joint Strategic Needs Assessment (JSNA): *Understanding Gloucestershire - A Joint Strategic Needs Assessment 2015*, which aims to provide a common understanding of the County and its communities for use by decision makers and commissioners of services. It looks at need in the community and how we expect it to change in the future. The JSNA, together with a wealth of information about our county can be found at: <http://www.gloucestershire.gov.uk/inform/> Public Health England also provides an annual Health Profile for each county. A copy of the profile for 2015 is included in Appendix 1.

5.3 An overview of our county population, by each of the protected characteristics<sup>2</sup> is given below. Further detail can also be found on the Inform Gloucestershire website: <http://www.gloucestershire.gov.uk/inform/index.cfm?articleid=110774>

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<sup>2</sup> There are nine protected characteristics, as set out in the Equality Act 2010. Further information is available at: <http://www.legislation.gov.uk/ukpga/2010/15/contents>

#### 5.4 **Current Population: Age**

In 2013 the resident population of Gloucestershire was estimated to be 605,654 people, of this:

- 22.7% are aged 0-19
- 57.4% are aged 20-64
- 19.9% are aged 65 and over

Gloucestershire has a lower proportion of 0-19 year olds and 20-64 year olds when compared to the national average. In contrast the proportion of people aged 65+ exceeds the national average. Projections suggest this trend will continue, with the number of people aged 65+ projected to increase by 85,000 or 72.2% between 2012 and 2037

#### 5.5 **Current Population: Disability**

According to the 2011 Census 16.7% of Gloucestershire residents reported having a long term limiting health problem; this was below the national average. Given the ageing population the number of people with a limiting long term health problem is likely to increase in the future.

- Dementia is one of the major causes of disability in older people. Estimates suggest there are 8,667 people aged 65+ living with dementia in Gloucestershire.
- Learning disability is one of the most common forms of disability in the UK. Estimates suggest there are 11,360 people aged 18+ living with a learning disability in Gloucestershire.
- Sensory impairment: In 2012/13 approximately 0.9% of the 18+ population reported blindness or severe visual impairments. During the same period 4.1% of the adult population reported deafness or severe hearing impairments.

#### 5.6 **Current Population: Gender**

The overall gender split in Gloucestershire is slightly skewed towards females, with males making up 49.1% of the population and females accounting for 50.9%. This situation is also reflected at district, regional and

national level. As age increases gender differences become more noticeable, with females outnumbering males by an increasing margin.

### **5.7 Current Population: Gender Reassignment**

There are no official estimates of gender reassignment at either national or local level. However, in a study funded by the Home Office, the Gender Identity Research and Education Society estimate that between 0.6% and 1% of the UK's adult population are experiencing some degree of gender variance. For Gloucestershire, this equates to between 2,900 and 4,700 adults.

### **5.8 Current population: Marriage and Civil Partnership**

Among residents of Gloucestershire:

- 30.5% are single and have never married, or registered a same-sex civil partnership
- 50.2% are married
- 0.3% are in a registered same-sex civil partnership
- 2.3% are separated but still legally married or still legally in a same sex civil partnership
- 9.5% are divorced or formerly in a same sex civil partnership which is now legally dissolved 7.2% are widowed or a surviving partner from a same sex civil partnership

Gloucestershire has a lower proportion of people who are single or separated when compared to the national average. In contrast the proportion of people who are married, divorced or widowed exceeds the national average.

### **5.9 Current Population: Pregnancy and Maternity**

There were 6,554 live births in Gloucestershire in 2013. The largest number of live births was among the 25-34 year old age group, continuing the trend of later motherhood.

### 5.10 **Current Population: Race**

Gloucestershire is characterised by a comparatively small Black and Minority Ethnic population:

- The 2011 census showed Black and Minority Ethnic groups account for 4.6 % of the population; this was much lower than the England average of 14.6%.
- Gloucestershire's 0-19 year old population is more diverse than other age groups, which may have implications for service delivery.
- The population of Gloucestershire is however, becoming increasingly diverse. The Black and Minority Ethnic population has increased by 70% since 2001. The number of people classed as "White Other" which includes migrants from Europe, increased by 105.9% during the same period.

### 5.11 **Current Population: Religion**

According to the 2011 Census, 63.5% of residents in Gloucestershire are Christian, making it the most common religion. This is followed by 'no religion' which accounts for 26.7% of the total population.

Gloucestershire has a higher proportion of people who are Christian, have no religion or have not stated a religion than the national average. In contrast it has a lower proportion of people who follow a religion other than Christianity, which reflects the ethnic composition of the county.

### 5.12 **Current Population: Sexual Orientation**

There is no definitive data on sexual orientation at a local or national level. A number of studies have attempted to provide estimates for the proportion of people who may identify as lesbian, gay or bisexual, generating a range of different results.

A recent estimate from the ONS Integrated Household Survey suggests that nationally Lesbian, Gay and Bisexuals represent 1.5% of people aged 16 and over. If this figure applied to Gloucestershire, it would mean there were around 8,000 Lesbian, Gay and Bisexuals in the county.

## 6. Innovative Engagement

6.1 The CCG is committed to effective engagement with our local communities to help us ensure that we provide equity of access and fair treatment, continuing to improve the quality of our services and achieve better health outcomes for everyone.

6.2 We have developed case studies to illustrate examples of activity undertaken in the last twelve months, which demonstrate how patient experience and engagement inform our commissioning priorities and decisions. It is our intention to continue to gather and publish such case studies, as well as Real Life Stories. These can be found at <http://www.gloucestershireccg.nhs.uk/feedback/>

### 6.3 Examples of innovative local practice

We have collated examples of our engagement activity under the following headings:

- [Information and Communication](#)
- [Patient Experience](#)
- [Engagement and Consultation](#)
- [Primary care](#)
- [Procurement](#)

## 7. Workforce Equality

7.1 We respect and value the diversity of our workforce and are committed to:

- making best use of the range of talent and experience available within our workforce and potential workforce;
- supporting our workforce through learning and development, recruitment and succession planning;
- ensuring that our legal obligations are fulfilled.

### 7.2 Workforce data

As a relatively new organisation we do not yet have any significant equality and diversity trend information available regarding our workforce. However, we will collect this information year on year to enable us assess our progress, investigate any disparities in outcomes for our different employee groups, and identify where we may need to act.

More detailed information about our work force and recruitment activity from 1 January 2015 to 31 December 2015 is available in our on-line equality information <http://www.gloucestershireccg.nhs.uk/about-us/equality-diversity/reports> An overview of this information is presented below (source: Electronic Staff Records as at 31 December 2015):

- The CCG has 196.0 full time equivalent (FTE) employees.
- 61 per cent of our staff work full time while 39 per cent work part time
- 72% of our workforce are female
- 3% of our workforce describe themselves as having a disability; 24% of our staff have not declared whether or not they have a disability
- 4% of our workforce declared that they are from ethnic minority groups; 11% of our staff have not specified their ethnicity
- 63% of our workforce are aged under 50
- 70% per cent of our workforce declared a religion or belief
- 78% of our workforce declared they are heterosexual; 1% per cent of our workforce declared that they are lesbian, gay or bisexual; 21% did not specify their sexual orientation

- No staff have identified themselves as transgender
- We do not monitor our staff on their marital or a civil partnership status, but may consider doing so in the future

7.2 We have collated benchmarking data about our workforce to comply with the new Workforce Race Equality Standard (WRES). This can be found on our website at <http://www.gloucestershireccg.nhs.uk/about-us/equality-diversity/reports>

7.3 We have recently reviewed the questions in our annual staff survey (next survey will be launched in February 2016) and will use the results of this survey to help us monitor equality issues, identify areas for action and evaluate the initiatives such as Time to Change and other support mechanisms available to our staff. The results of the survey will also help us to fill some of the gaps in data that are required as part of WRES reporting.