

# Equality, Diversity and Inclusion (EDI), and Health Inequalities Annual Report

2023-2024



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If you require this document in an alternative language or format, or would like to give your feedback about EDI within the Trust, please contact the Trust’s Inclusion network – [gwh.inclusion@nhs.net](mailto:gwh.inclusion@nhs.net)

## Legal statement

This document sets out how we have met the legal duties set out in the Equality Act 2010 – the Public Sector Equality Duty and the Health & Social Care Act 2022 and our obligations set out in the NHS Standard Contract 23/24 Service Condition 13 (SC13) – Equity of Access, Equality and Non-Discrimination. The report outlines the work undertaken to meet our commitment to improve healthcare and health and wellbeing for all and reduce health inequalities for our patients, local population and workforce. We have also highlighted some of our broader equality, diversity and inclusion work that supports our objectives set out in the Trust's [Equality, Diversity & Inclusion \(EDI\) Strategy 2020-24](#). The EDI strategy will be refreshed during the summer of 2024, taking into account NHS England's EDI Improvement plan (6 High impact actions) and will be aligned with the aims of the new Trust strategy which will be published in the winter of 2024/25.

### Report Contributors

- Training Systems and Compliance Manager
- Head of Patient Experience and Engagement
- Associate Director of Communications & Engagement
- Clinical Lead for Occupational Health & Wellbeing
- Head of Leadership, Succession Planning & Talent Management
- Chief People Officer
- Associate Director of Safeguarding and Lead for Mental Health
- Chaplaincy Team Leader & FTSU Lead Guardian
- Head of Midwifery and Neonatal Services
- Director of Improvement and Partnership
- Deputy Chief People Officer
- Acting Chief Executive Officer
- Head of Insights and Learning
- Head of PALS and Complaints
- Equality Diversity Inclusion (EDI) Lead
- Associate Director of Organisational Development & Learning Development

# Foreword by Jon Westbrook

## Acting Chief Executive



I am pleased to present our annual report on Equality, Diversity and Inclusion (EDI) and Health Inequalities (HI) for the period of April 2023 to March 2024.

This report highlights our progress in building a welcoming, respectful and inclusive workplace, where staff feel valued, and diversity is celebrated.

It also shares our ambition to become an anchor of inclusion for local communities, as we aspire to make healthcare equally accessible to everyone and tackle the unfair inequalities which we know exist in our local population.

A large proportion of our workforce are also members of our local communities and so our success as both an employer and healthcare provider are deeply connected. This is why I am so pleased to see many staff volunteering as EDI Champions in their own areas. It's a great sign of the appetite for change and passion for inclusion which I see growing across the Trust.

I have enjoyed the fantastic events we have held throughout the year to raise awareness of the strength in diversity, particularly our first Neurodiversity Celebration which brought staff and local partners together for a fascinating day of learning, sharing and connection.

Our work extends beyond the Trust and into the communities we serve, and I can see the impact this is having. Our partnership with New College Swindon and Project Search is just one of the ways we are giving work experience to young people with learning disabilities or autism who may otherwise not have the opportunity.

While our Staff Survey results show that we are moving in the right direction, with improvements in many areas related to EDI, it is also clear that we still have work to do.

As a Board we are leading by example by embodying our Leadership Behaviours which are integral to creating the Just and Learning Culture we are working towards.

In our daily activities, meetings and conversations we are committed to challenging all forms of discrimination, to being active allies, and to elevating the voices of staff through our collective of staff networks.

There is much to celebrate in this report and our progress is testament to the dedication of staff, but we must also recognise the scale and complexity of the challenge we face, with every step forward serving as a reminder for how far we have to go.

**Jon Westbrook**

Acting Chief Executive

# Message from Sharon Woma

## Equality, Diversity and Inclusion Lead



Since joining the Trust eighteen months ago, I have had the honour of working with staff who are committed to addressing inequity wherever it occurs.

I have teamed up with staff across the Bath and North East Somerset, Swindon and Wiltshire (BSW) system, and we have worked together to deliver the Equality Delivery System, and many other projects over the year. As co-chair of the system EDI group, I hope this role will enable the Trust to help shape the inclusion and health inequalities agenda beyond the Trust's walls.

This year, we were successful in winning the EDI Improvement Award, which has supported ground-breaking work to recruit EDI Champions across the Trust. I continue to champion making inclusion 'everyone's business' – this is the only way we can bring about transformational change which has Trust-wide benefits.

Over the year we have increased engagement with staff and EDI training, and we have raised awareness of inequalities and issues that affect different groups of staff. This year our two strategic committees merged, linking the work of equality, diversity and inclusion and health inequalities in our workforce and population. This will enable us to redress the balance of our focus and attention across these two areas of work that are inextricably linked. We know that inclusion in the workplace, leads to better patient care.

We hope that our readers find this report informative and engaging, and we invite you to share your views with us. There are several ways to engage with the Trust about your experiences, contact [gwh.inclusion@nhs.net](mailto:gwh.inclusion@nhs.net) for more information.

**Sharon Woma**

Equality, Diversity and Inclusion Lead

## Summary

Great Western Hospitals NHS Foundation Trust is committed to advancing equality, diversity and inclusion and our strategy is underpinned by the NHS Constitution’s values: working together for patients, respect and dignity, commitment to quality of care, compassion, improving lives and everyone counts.

The Trust supports a diverse workforce who have different backgrounds, with differing perspectives and different ways of working. This diversity is key to our success and helps us to provide the best possible care for our patients and population.

We want the Trust to be a great place to work, to attract the best talent, to deliver great patient care and value for money and we have an ambitious Equality, Diversity & Inclusion Strategy that supports this.

### EDI Strategic Objectives

The EDI Strategy 2020-2024 sets out our four objectives which has directed our work over the past four years and three priorities which we set in 2023-24, this report focuses on our progress in 2023-2024. The objectives and priorities are:

|   |  |
|---|--|
| 1 | Inclusive and compassionate leadership                               |
| 2 | Represented and supported workforce                                  |
| 3 | Support our patients and communities to achieve better life outcomes |
| 4 | Let every voice be heard   |

|   |  |
|---|--|
| 1 | Address discrimination and other unprofessional behaviours in all its forms                      |
| 2 | Developing the Allyship programme to create local support and opportunity to act ‘in the moment’ |
| 3 | Action of the Agenda Pay Gap: Exploring equal opportunities, perceptions and experience          |

In addition, the Trust is an [Anchor Institution](#). This term refers to organisations whose long-term sustainability is tied into the wellbeing of the populations they serve. We are therefore committed to providing employment for groups of people or communities who face more barriers to accessing work; and we are taking steps to reduce our carbon footprint and support local suppliers.

## Achievements during 2023-2024

### Equality, Diversity & Inclusion Achievements 2023-2024

#### Inclusive & Compassionate Leadership

- Leadership conference June 23
- Launch of Leadership Behaviours
- EDI embedded in leadership courses and EDI Masterclass
- Trust and Board engage in EDI workshops
- Trust Board oversight and approval of EDI papers
- Trust Board set objectives for year ahead
- Divisional Boards review EDI pillar metric data and Divisional Reps leading on action plans



#### Represented & Supported Workforce

- Disability Confident and Equal Opportunities Employer
- EDI events led by networks and supported by leadership
- Robust HWB offer: HWB events throughout year; tea trolley visits, MHFA/HWB Champions, In-reach physical health checks; training for line managers to facilitate health and wellbeing conversations with staff
- Swartz Rounds provide a safe space for staff to talk about emotional and social aspects of work
- Flu and Covid Vaccine campaign
- EDI Improvement Award to address unprofessional behaviours
- Anchor Institution Programme
- Support for staff during doctor's strikes in 2023



#### Supporting Patients & Communities

- Launch of Oliver McGowan training
- Week-long event 'Improving Outpatient Services', followed by 'A perfect week' later in year
- DAN network part of site visit to assess doors to improve patient access
- Maternity & Neonatal Services delivery 3-year action plan to address inequalities and Divisional Reps leading EDI projects (EDI Pillar Metric)
- Patient engagement throughout the year, attending community events; and patients involved in co-production



#### Let Every Voice Be Heard

- Monthly Staff Forum with CEO
- Listening events internally and at system level provide an opportunity for staff to share their lived experience
- Staff networks represent the voice of staff at key strategic meetings.
- Several routes to speaking up including networks, Freedom to Speak Up Guardians, Mental Health First Aiders, Union Reps, EDI Champions and managers
- Over 50 staff trained to become EDI champions
- Staff engaged in sustainability
- 800 staff have attended Improving Together training to enable them to lead change in their areas of work

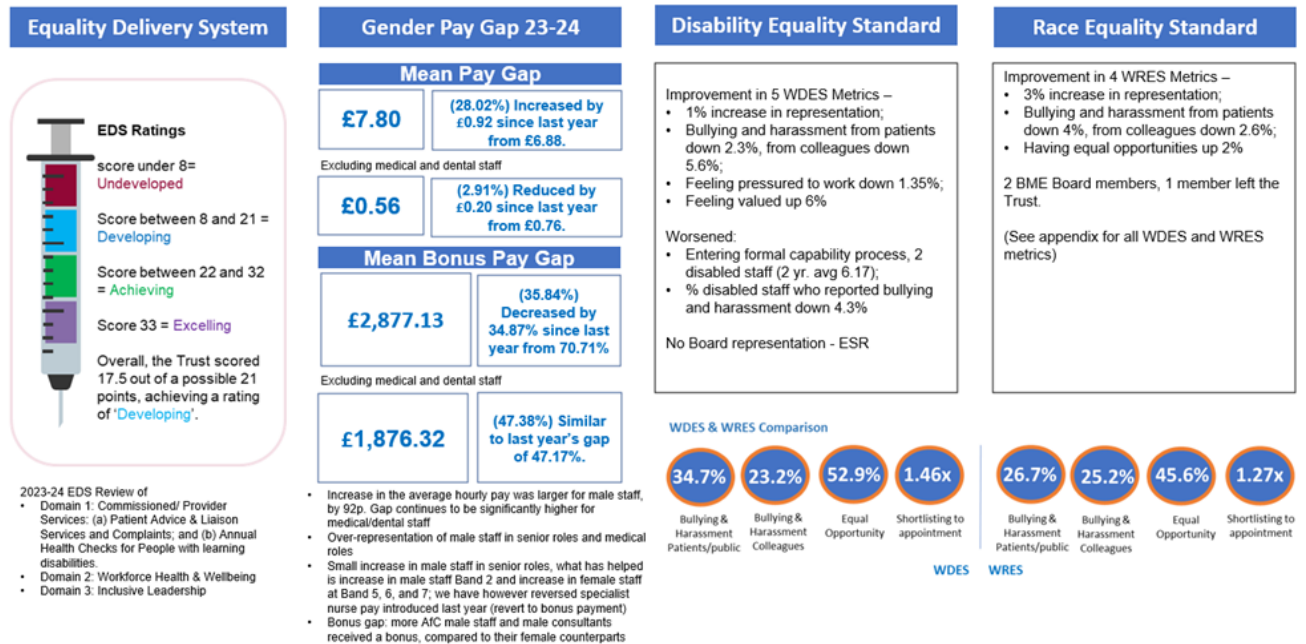


## Impact of our actions on our key performance metrics

We have seen improvements in our two key performance frameworks – Workforce Disability Equality Standard (WDES) and Workforce Race Equality Standard (WRES). Bullying and harassment has reduced, and staff feel more valued. Our staff survey indicates that discrimination remains relatively the same as last year and we will continue our Trust-wide effort to address this over the coming months.



Our staff and staff networks continue to play an instrumental role in delivering the reported actions and in shaping a culture that is responsive to the need for an inclusive, equitable and accessible NHS.



Workforce Disability Equality Standard Report – this report measures the extent to which our disabled staff have equal access to career opportunities and receive fair treatment at work, when compared to non-disabled staff.

| No | Metric   | 2022-23                    | 2023-24                    | Movement |
|----|--|----------------------------|----------------------------|----------|
| 1  | Percentage of staff in each of the AfC Bands 1-9 and VSM   | 2.98%                      | 4.14%                      | Improved |
| 2  | Relative likelihood of staff being appointed from shortlisting across all posts  | 1.44                       | 1.46                       | Similar  |
| 3  | Relative likelihood of staff entering the formal disciplinary process, as measured by entry into a formal capability investigation (average rolling two-year period) | 3.63<br>(1 disabled staff) | 6.17<br>(2 disabled staff) | Worsened |
| 4  | a) Percentage of Disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse from patients, managers and colleagues                     |                            |                            |          |
|    | Patients   | 37.0%                      | 34.7%                      | Improved |
|    | Managers   | 15.2%                      | 12.8%                      | Improved |

| No | Metric  | 2022-23 | 2023-24 | Movement |
|----|---|---------|---------|----------|
|    | Colleagues  | 28.8%   | 23.2%   | Improved |
|    | b) Percentage of staff who reported bullying and harassment   | 50.1%   | 45.7%   | Worsened |
| 5  | Percentage of Disabled staff compared to non-disabled staff believing that the Trust provides equal opportunities for career progression or promotion   | 54.0%   | 52.9%   | Worsened |
| 6  | Percentage of Disabled staff compared to non-disabled staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties   | 30.7%   | 27.2%   | Improved |
| 7  | Percentage of Disabled staff compared to non-disabled staff saying that they are satisfied with the extent to which their organisation values their work  | 28.0%   | 34.0%   | Improved |
| 8  | Percentage of Disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work  | 72.3%   | 73.2%   | Similar  |
| 9  | a) The staff engagement score for Disabled staff, compared to non-disabled staff and the overall engagement score for the organisation  | 6.3     | 6.4     | Similar  |
|    | b) Initiatives that support the voice of disabled staff: Staff networks represent staff at strategic meetings and provide a safe space for staff to meet; Executive Sponsor appointed to support network and champion their work; Differently Abled Staff Network input into key policy development and initiatives to improve patient equity – this year they toured the hospital site with Estates to review door accessibility; staff engage directly with the CEO at monthly open forums; line managers receive training to support health and wellbeing conversations. |         |         |          |
| 10 | Percentage difference between the organisation’s Board voting membership and its organisation’s overall workforce   | 0       | 0       | Similar  |

Workforce Race Equality Standard Report – this report measures the extent to which our ethnic minority staff have equal access to career opportunities and receive fair treatment at work, when compared to white staff.

| No | Metric  | 2022-23 | 2023-24 | Movement                 |
|----|---|---------|---------|--------------------------|
| 1  | Percentage and number of staff in the Trust by ethnicity (AfC Bands 1-9 and VSM)  | 24%     | 27%     | Improved                 |
| 2  | The relative likelihood of white applicants being appointed from shortlisting compared to BME applicants                | 1.64    | 1.27    | Improved                 |
| 3  | The relative likelihood of BME staff entering the formal disciplinary process compared to white staff                   | 1.09    | 0.44    | Worsened for white staff |
| 4  | The relative likelihood of white staff accessing non-mandatory training and CPD compared to BME staff                   | 1.04    | 1.02    | Similar                  |
| 5  | Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months | 30.7%   | 26.8%   | Improved                 |
| 6  | Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months                             | 27.8%   | 25.2%   | Improved                 |
| 7  | Percentage of staff believing that their trust provides equal opportunities for career progression or promotion         | 43.6%   | 45.6%   | Improved                 |
| 8  | Percentage of staff experiencing discrimination at work from other staff in the last 12 months                          | 19.5%   | 19.5%   | Similar                  |
| 9  | The representation of BME people amongst board members  | 2       | 2       | Similar                  |

# Insights

## A snapshot of our region

We know that the demographic profile of our region, Bath and Northeast Somerset, Swindon and Wiltshire (BSW) population is changing. According to the Office of National Statistics (ONS), this will grow from 947k to 1.1m over the next 15 years. An overall growth of around 6% - the number of people over 60 will grow by 35%, however our population numbers under 60 will remain unchanged. In addition, our data modelling also shows that in 10 years BSW will have 25,000 more people with frailty than we do today. An aging population and increase in frailty and people with multiple health conditions is likely to put increasing pressure on services in BSW over the coming decade. This will have implications for how we work together as an Acute Hospital Alliance – made up of GWH, RUH Bath and Salisbury NHS Foundation Trust and the wider healthcare system. In the coming year we will consider how we build on this partnership working.

## Patient and workforce profile

| Year | Female | Male | BME | White | Ethnicity Unknown | Disabled | Not Disabled | Disability Unknown | LGB | Heterosexual | Orientation Unknown |
|------|--------|------|-----|-------|-------------------|----------|--------------|--------------------|-----|--------------|---------------------|
| 2022 | 82%    | 18%  | 24% | 68%   | 8%                | 3%       | 76%          | 21%                | 2%  | 65%          | 33%                 |
| 2023 | 82%    | 18%  | 27% | 65%   | 8%                | 4%       | 77%          | 19%                | 2%  | 67%          | 30%                 |

|                                 |     |  |     |
|---------------------------------|-----|--|-----|
| <b>Workforce Sex: Male</b>      | 18% | <b>Workforce Disability</b>              | 4%  |
| <b>Patient Sex: Male</b>        | 46% | <b>Patient Disability</b>                | N/A |
| <b>Workforce Ethnicity: BME</b> | 27% | <b>Workforce Sexual Orientation: LGB</b> | 2%  |
| <b>Patient Ethnicity: BME</b>   | 17% | <b>Patient Sexual Orientation: LGB</b>   | N/A |

| Volunteer Profile |              |          |              |           |       |  |  |
|-------------------|--------------|----------|--------------|-----------|-------|--|--|
| Sex               |              | Age      |              |           |       |  |  |
| Female            | Male         | 16-25    | 26-65        | 66-79     | 80+   |  |  |
| 72%               | 28%          | 35%      | 36%          | 29%       | 3%    |  |  |
| Sexuality         |              | Disabled |              | Religion  |       |  |  |
| LGB               | Heterosexual | Disabled | Not Disabled | Christian | Other |  |  |
| 4%                | 65%          | 5%       | 69%          | 39%       | 15%   |  |  |

More ethnically diverse, a growth of 3%, and 1% increase in disabled staff. Unknown status improving.

Patient data less robust but does indicate male staff are under-represented compared to patient profile.

## Patients by age band

| Age Band       | Patients by Age Band | % Patients by Age Band | Age Band | Patients by Age Band | % Patients by Age Band |
|----------------|----------------------|------------------------|----------|----------------------|------------------------|
| 00-09          | 21124                | 11.2%                  | 50-59    | 24892                | 13.2%                  |
| 10-19          | 16424                | 8.7%                   | 60-69    | 24198                | 12.9%                  |
| 20-29          | 16660                | 8.9%                   | 70-79    | 23031                | 12.2%                  |
| 30-39          | 22641                | 12.0%                  | 80-89    | 14908                | 7.9%                   |
| 40-49          | 20007                | 10.6%                  | 90+      | 4175                 | 2.2%                   |
| <b>Overall</b> |                      |                        |          | <b>188060</b>        | <b>100%</b>            |

## Workforce by age band

| Age Band           | Head Count (HC) | HC %   | Age Band  | Head Count (HC) | HC %           |
|--------------------|-----------------|--------|-----------|-----------------|----------------|
| <=20 Years         | 62              | 1.04%  | 46-50     | 649             | 10.87%         |
| 21-25              | 367             | 6.15%  | 51-55     | 657             | 11.01%         |
| 26-30              | 773             | 12.95% | 56-60     | 569             | 9.53%          |
| 31-35              | 941             | 15.76% | 61-65     | 348             | 5.83%          |
| 36-40              | 849             | 14.22% | 66-70     | 73              | 1.22%          |
| 41-45              | 649             | 10.87% | 71+ Years | 32              | 0.54%          |
| <b>Grand Total</b> |                 |        |           | <b>5,969</b>    | <b>100.00%</b> |

## Patient profile

The Trust delivered care to 188,060 patients during 2023-2024 with 1,076,043 total patient contacts across A&E, Outpatients, Inpatients and Community. We do not hold data relating to sexual orientation or disability status.

The age profile of our patients is highlighted in the table above, the largest group of patients are in the 50-59 age band (13.2%), 60-69 (12.9%) and 70-79 (12.2%). The smallest age bands are 80-89 (7.9%) and 90+ (2.2%).

## Workforce profile

The Trust employs 5962 staff as of 31 March 2024, the gender split (sex) remains the same, 82% female and 18% male. We are supported by 410 Volunteers and a further 109 currently in the recruitment process. 72% are women and 28% men. 3,407 (57%) are full-time staff and 2,562 part-time (43%).

To meet the unique needs of the different communities that use our services, we need a diverse workforce with lived experience who can inform our practice and policies. We are under-represented in some areas, when compared to our patients, 82% of our staff are female and 18% male, in contrast the split in the patient group is 54:46. Note, at present we do not have access to the level of data that would indicate sexual orientation or disability. However, ethnicity, religion, gender and age range are recorded. Data on our transgender or other gendered staff and patients is not available due to the small population size. In the 2021 Census 0.24% of people had a gender identify that was different from sex registered at birth – 0.2% of responders identified as transgender, 0.06% identified as non-binary. This might give some indication of the make-up of our local population.

The age profile of the Trust is relatively young, the largest age group being 31-35 years old (16%). 20% of our workforce is under 20 to 30 years old; 41% between 31 and 45; 31% between 46 and 60 years old and 8% between 61 and over 70 years old.

## Volunteering

Volunteers are critical to the future of our NHS. They make a huge contribution to the health and wellbeing of the nation by giving their time, skills, and expertise freely to support people most in need. Volunteers are an integral part of the NHS's vision for the future of health and social care, as partners with, not substitutes for, skilled staff.

The Trust currently has a total of 410 Volunteers and a further 109 currently in the recruitment process. The Trust is fortunate to retain a fantastic team of volunteers who commit to giving their time to help support staff, patients, and visitors across the hospital. 72% are women and 28% men.

The longest serving volunteer has been with us for 20 years. Our oldest consistent volunteer is 87 years old and the youngest is 16 years old; 33% of our volunteers are students. In 2023/24 14 volunteers became paid staff.

Highlights from 2023-2024 include:

Volunteer roles include; Active Responders, Meaningful Activity Volunteers, Patient Befrienders, Gardeners and Radio Presenters

Completed 535 pharmacy runs and 206 patient mobility requests

Supported patients with 257 Outpatient Welcome Liaison Service appointments, increased from 179 the previous year

Visited wards with the mobile book trolley and the staff tea trolley

Pets as Therapy programme has 15 dogs and six miniature ponies who have visited 65 areas of the Trust

Over 42,500 hours volunteers across the Trust

## Inclusive Leadership

We believe inclusive leadership is a critical driver for organisational success. Therefore, we are committed to promoting the principles and practices of inclusive leadership, which can help us to foster an environment where every member of staff feels valued, respected, and empowered to contribute their best. This will enable us to unlock the full potential of our workforce, drive innovation, and enhance overall performance. This may also contribute to retention.

At the heart of this ethos is delivering great patient care, research evidence indicates that where inclusion is practiced, it is known to lead to better experience and outcomes for our patients.



## Culture

Building an inclusive culture is crucial to harness the full potential of our diverse workforce. Our ambition is to foster an environment where every staff member feels supported and valued and feels a sense of belonging, which in turn will boost morale and productivity and enables the Trust to deliver high-quality patient care.

We achieved our highest ever response rate of 69%, in the 2023 NHS Staff Survey (59% in 2022).

Staff have indicated we have made improvements across all metrics that measure performance against our NHS People Promise goals. The table below shows where we have made the most improvements, including 'we are recognised and rewarded', 'we are safe and healthy', 'we are always learning' and morale.

| People Promise Elements        | 2023-24 Initiatives include                                       | 2022-23 Score | 2023-24 Score | Increase |
|--------------------------------|---|---------------|---------------|----------|
| We are recognised and rewarded | 2023 Annual Staff Excellence Awards                               | 5.65          | 5.91          | 0.26     |
| We are safe and healthy        | Health and wellbeing days and action on discrimination            | 5.84          | 6.12          | 0.28     |
| We are always learning         | Access to leadership development and role-specific training       | 5.37          | 5.69          | 0.32     |
| Morale                         | Engagement with staff input into the Trust Strategic Plan 2025-28 | 5.65          | 5.91          | 0.26     |



## Health and wellbeing

The health and wellbeing of our workforce remains paramount, we want our staff to be healthy and well; to support this we deliver a range of initiatives informed by our Health & Wellbeing Strategy. This includes helping them look after their physical and mental health.

Top performer in Southwest, and ninth nationally for flu vaccination compliance

703 individual physical health checks attended

5000+ occupational health appointments attended

382 staff trained in Mental Health First Aid

1,106 psychological group-based clinical contacts made

121 staff trained to be Suicide First Aiders

662 individual counselling and psychology appointments attended

69 staff trained in Health and Wellbeing Conversations

## The voice of our staff

Employee listening is crucial for fostering an inclusive work environment and reducing health inequalities within our community. Our staff are also patients and community members who have both professional expertise and personal experiences and provide valuable insights that the Trust can leverage to enhance patient care and improve our collaborative efforts. By actively seeking to understand our employees' feelings and experiences in their daily interactions with colleagues and patients, we gain a comprehensive view of our workplace dynamics. We offer various platforms to ensure that all staff voices can be heard.

## Improving Together

We are embedding the Improving Together methodology across the Trust, with over 800 staff accessing training and implementing the 'continuous improvement' approach in their areas of work, in fact 55% of staff feel they are able to make improvements in their area of work. Improvements in 2023 include interventions in perinatal care, where we are seeking to optimise care for our most vulnerable babies and mothers, staff have implemented evidence-based interventions, parent held passports and coaching teams; 'Think Hydration' is a campaign to remind staff and patients of the importance of hydration for recovery, healing and wellbeing; and one ward introduced 'Rate my Day', a daily check of staff morale to help

measure how staff are feeling – the tool is used to prompt health and wellbeing discussions.

We selected Discrimination as our ‘Improving Together’ Pillar Metric this year – which has raised the profile of this negative experience and prompted Trust-wide initiatives. Our Staff Survey data (see Workforce Race Equality Standard) highlights that staff from ethnic minority backgrounds disproportionately have this experience (57%, compared to 16% for gender-based discrimination and 9% on the grounds of disability), and we are keen to both reduce the level of discrimination for all staff and address the disparities in the experience between different demographic groups.

### **EDI Improvement Award**

In November 2023, the Trust won the EDI Improvement Award, under the category of ‘Inclusive and Safe Workplace’. The award supported a programme of work to recruit, train and deploy EDI Champions across the Trust. Champions are staff volunteers who support colleagues in their area of work, when they experience unprofessional behaviours; they also play a role in supporting the networks and wider EDI agenda. During this period, staff took part in shaping the programme and designing the output which is a workshop to address unprofessional behaviours. We value the support and work of all our Champions who have given over 80 hours of their time so far to promote inclusion and support their colleagues.

### **Our staff networks**

The Trust has six staff networks who represent minoritized groups of staff, including:

- Differently Abled Network – representing the interest of disabled staff
- LGBTQ+ Network – representing the interest of our lesbian, gay, bisexual, transgender and queer plus staff
- Race Equality Network – representing the interest of ethnic minority staff
- Women’s Network
- Armed Forces Network – although armed services personnel and veterans are not a protected characteristic, the Trust recognises the unique challenges they face
- Carer’s Network – to provide support and information for staff who may be caring for a family member, relative or friend whilst balancing working life.

Staff networks play an important role in the life of the Trust. Our staff networks are part of the Inclusion & Health Inequalities Subcommittee, which is a strategic group that oversees the EDI agenda and the progress we are making. The networks also act as supportive spaces for their members and they welcome allies (who might not share the same protected characteristics as the beneficiaries of the network) who help to deliver various initiatives including engagement and workshops. During the year, they lead on a range of events to mark key EDI calendar dates including International Women’s Day, Pride, Disability Awareness Month and Black History Month. In January 2024 we hosted our first Neurodiversity Celebration event which was a day-long event including workshops, internal and external guest speakers and our special guest speaker, the Rt Honourable Robert Buckland KC closed the event.

Other staff groups include Mental Health First Aiders, Health & Wellbeing Champions, the Employee Partnership Forum, and social committees or groups who organise events like the Great West Fest and Staff Awards.

We also reviewed evidence to help us to measure our EDI performance by undertaking a self-evaluation using the Equality Delivery System (EDS) framework. EDS is a comprehensive evaluation of both patient and workforce inclusion. Between July 2023 and March 2024, we scored the Trust against three Domains – Commissioned & Provider Services; Workforce Health & Wellbeing and Inclusive Leadership. The Trust scored a total of 17.5 out of 22 marks during this process. Two services were evaluated, Patient Advice & Liaison Services (PALS) & Complaints and Annual Health Checks (for patients on the learning disability register). Our services were reviewed as a system with partner organisations, which has helped us to identify areas that we can focus on collectively and provide each organisation with external scrutiny and challenge. We scored health and wellbeing and leadership internally and will take steps to involve other stakeholders in the future.

We believe fostering an inclusive culture is everyone’s business, our data indicates where we have made progress across several metrics, and we are keen to see transformative change in the areas we are still lagging. This can only happen when inclusion is everyone’s business.

## Tackling health inequalities

We continue to make improvements to patient care and to ensure that the voice of patients, families, carers, and the wider public are involved including those from seldom heard and minority groups.

Over the last year we have focussed on building relationships and trust to facilitate further engagement with our patients and carers, including people from seldom-heard communities. This has included working with carers, people with spinal cord injuries, people with learning disabilities and mental health disorders. We have undertaken co-production initiatives and worked with our patients and staff to improve access to physical spaces and made improvements to support our Deaf patients, as highlighted in the table below.

On average, men in Swindon's most deprived areas live up to 14 years less, and women up to 12 years less, than people in other areas of Swindon



14,000 children live in poverty, with 42 percent living in the most deprived areas



32,128 people (15.4 percent) are from a black or minority ethnic background, with significant differences between areas



One in six adult's smoke and two thirds are overweight or obese



|         |  |  |
|---------|--|--|
| Voice   | Spinal cord injury co-production group formed in Sep 2023 – staff and patients in collaboration                    | Worked in collaboration with deaf patients to improve access, including BSL training for staff |
|         | Two sessions held in community to understand views of people with learning disabilities and autism                 | Patients with mental health disorders completed a survey to help us improve access             |
| Access  | Staff training include patients with lived experience, e.g. spinal cord injury and learning disability             | Two services reviewed to improve access, experience and outcomes                               |
|         | Met with patients with physical and sensory impairments to discuss new integrated front door                       | Engaged with disabled staff to review door accessibility to inform planned improvements        |
| Support | Carers support passport launched in May 2023 which assists staff to recognise carers                               | Outpatient Welcome Liaison Service volunteers escort carers and patients                       |
|         | Patient Advice and Liaison Service feedback, alternative language and multi-language welcome posters now available | Guide developed to help direct staff when caring for trans patients                            |

We work closely with system and community partners including – Healthwatch, Voluntary Action Swindon, Livewell Swindon, Swindon Equality Coalition, Maternity Voices Partnership, Learning Disability Partnership Board, Disability Experts, Swindon Children’s and Young People’s Participation network, Swindon Special Educational Needs and Disabilities, New College Swindon, the Borough Council, local charities, and faith groups to support our ambition to make GWH services inclusive and accessible for everyone we serve.

### **Evolving as an Anchor Institution**

We are developing our role as an Anchor Institution. As a large employer, purchaser, and capital asset holder, we are well positioned to use our spending power and resources to address the adverse social, economic and environmental factors that widen inequalities and contribute to poor health.

In July 2023, the Trust adopted the BSW Integrated Care System’s Suppliers & Representatives Code of Conduct Policy. The policy supports the ICS’s Equality and Diversity Policies and introduces the BSW ICS Supplier Charter which establishes the system’s ambition to work with suppliers who have values and behaviours that endorses our mission. The charter also sets out expectations including ‘generating social value’.

We have also worked with local partners in several ways to address the social determinants of health, these are the non-medical factors that influence health outcomes. They are the

conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life. This has included providing work experience placements for young people from poorer socio-economic backgrounds, we have hosted students who attended the Dare to Doctor programme in July 2023 which gives aspiring young people an opportunity to get hands-on experience whilst they explore the field of medicine and healthcare science as a career – new programmes, Dare to AHP, Dare to Nurse and Dare to Care will be introduced in the summer of 2024.

During the year we also hosted Project Search, which helps young adults with learning disabilities and autism gain experience and find employment and from February 2023 we offered 20 T-Level healthcare placements to local college students; T-Levels are vocational qualifications, equivalent to three A-Levels. The programme inspires many young people to pursue a career in healthcare.

During our engagement with local communities and our staff and volunteers in 2023 and 2024, they told us that they wanted the Trust to broaden our sustainability focus, beyond the financial challenge and to include the long-term sustainability of our services and to deliver against our commitments on carbon net zero. These areas have been priorities for the Trust for some time, but we recognise that we can do more to showcase the work we do to ensure our sustainable future.

## Looking ahead

This report highlights numerous initiatives and provisions which have supported the Trust to provide inclusive services and to create a climate that is more welcoming and diverse. We value our staff, and the Trust's wellbeing and support offer is a testament to our commitment to keep our workforce safe and healthy, more can be done across all of the areas we monitor, but our efforts have led to some positive improvement in our EDI performance in 2023-24.

We will continue to review and improve our recruitment processes to ensure all candidates have a great interview experience and we will build on the work we have delivered to support retention, including strengthening our talent management programme, building on our Trust-wide approach to tackling unprofessional behaviours, facilitating the voice of staff by creating a platform for them to engage with Board Members and undertaking an independent review of our Speaking Up processes. Our action plan will take into account all six EDI High Improvement Actions set out in the national NHSE EDI Improvement Plan, in addition to responding the different frameworks, and regional and local People (workforce) and EDI strategies.

Looking ahead, we are committed to intensifying our focus on tackling health inequalities and embedding this work throughout the organisation. Our priority for 2024-2025 is to elevate the profile of health inequalities, making it central to the role of every staff member across GWH. By fostering a culture of continuous improvement, we will empower our teams to identify and address disparities within their areas of work, ensuring that health equity becomes integral to patient care. This approach aligns with the BSW System's health inequalities action plan and the Core20Plus5 framework, ensuring that we work together to close gaps in care for both adults and children.

A key element of our action plan will be enhancing the quality and completeness of patient data, enabling data sharing across the system to provide a clearer picture of inequality. We will also strengthen our engagement with seldom-heard communities to better understand and address their specific needs and improving our 'waiting well' initiatives to ensure

equitable access to services. These initiatives will be instrumental in laying the foundation for a more inclusive, responsive healthcare system that is attuned to the diverse needs of our population.

Our robust EDI Strategy 2020-24 that provided a cohesive direction for the Trust over the past four years is due to be renewed, going forward we will have one Trust strategy, and an EDI Strategic Plan which aligns with this key document and our partnership model with Salisbury NHS Foundation Trust and Royal United Hospitals Bath.

We believe these plans will help us to transform tomorrow's NHS and we invite our stakeholders, including staff, leadership, governors, volunteers, patients and local population, to partner with us to deliver this work successfully.



# Appendices

## Accessible Information Standards

The [Accessible Information Standard \(AIS\)](#) applies to all NHS organisations; by applying the Standard, the Trust ensures that public information and communication with its staff and population is accessible. We are committed to following the principles of the AIS which requires a specific and consistent approach to identifying, recording, flagging and meeting people's information and communication support needs, where those needs relate to a disability or sensory loss. Our publications and reports can be made available in a number of formats upon request.

The Trust partners with its disabled staff network, the Differently Abled Network, to help raise awareness around accessibility issues. The Trust offers an Access Information Standards e-learning course which all staff can access. The training module takes staff through steps on how to communicate effectively with patients whilst being inclusive, to ensure that patients feel involved and empowered to make informed decisions about their care. In November 2023 Differently Abled Staff Network members were part of a go-and-see group including Estates and the Head of Patient Experience and Engagement, who toured various parts of the hospital to assess door accessibility, this has informed a schedule of work to make improvements. In the next reporting year, April 2024-March 2025, the Trust will complete the implementation of the new Reasonable Adjustments Digital Flag which will improve flagging across the NHS. This will improve access for all relevant patients who require adjustments to care, in line with the disability (protected characteristic) requirements of the Equality Act (2010).

## Equality Delivery System 2023-2024

The NHS Equality Delivery System (EDS 2022) is a self-assessment framework designed to help NHS organizations review and improve our performance in promoting equality and diversity and ensuring fair and inclusive healthcare services. It provides a set of objectives and outcomes we use to measure our progress in delivering equality across all aspects of our operations, from patient care to workforce management.

EDS 2022 consists of three Domains:

- Commissioned and Provided Services:
  - Better Health Outcomes: Ensuring equitable health outcomes for all patients, regardless of their background.
  - Improved Patient Access and Experience: Making sure that all patients have equal access to services and receive respectful and responsive care.
- A Representative and Supported Workforce: Ensuring that the NHS workforce is diverse and that staff from all backgrounds feel supported and valued.
- Inclusive Leadership: Promoting leadership that is diverse and inclusive at all levels of the NHS.

There are 18 specific and measurable outcomes across the three domains including reducing health inequalities in the population and workforce; improving patient feedback mechanisms and leadership engagement and governance in relation to the inclusion and health inequalities agenda. Stakeholders are invited to come along and score a range of evidence under each Domain, and all group scores are totalled to give an overall score. Currently, Commissioned and Provided Services are scored at system level alongside partner organisations in the BSW Integrated Care System. Workforce and Leadership Domains are scored internally. The Trust will continue to widen participation in this process annually.

This year, between July 2023 and March 2024 two services were reviewed – Annual Health checks for patients with learning disabilities (score of 12) and Patient Advice & Liaison Services and Complaints (score of 5), resulting in an average score of 8.5. Domain 2 Workforce Health & Wellbeing scored 5, the score was impacted by the constraints of our current data by demographic information. To significantly increase Domain 2 score, in the NHS Staff Survey results over 70% of staff would have to 'recommend the organisation as a place to work' and over 70% of staff 'would be happy with the standard of care provided if a friend or family member used the services'. The Trust's score for 2023 is 59.57% and 60.61% respectively, this score has improved since last year. Inclusive Leadership which focusses on evidence of Board engagement and awareness, scored lower than the other two Domains, achieving a score of 4. Although progress has been evidenced, with increased Board engagement with workforce, and Board education, scoring can only be improved with an

evidence of additional data across protected characteristics and year-on-year improvements across the different monitoring/measurement frameworks, like the Workforce Disability Equality and Workforce Race Equality Standards reported below; and we are confident the emerging trend will help improve future scoring.

Actions from the EDS report, which could improve the Trust score are included in the EDI & HI Action Plan in this appendix.

### **NHS Staff Survey 2023**

The NHS Staff Survey is an annual survey conducted among employees of the NHS in England. It aims to collect feedback on various aspects of working within the NHS, including work conditions, job satisfaction, management, well-being, and other factors that influence the staff experience. The Trust invites staff to take part in the survey every year and we use the results to inform and improve policies and practices; to gather feedback; to measure staff engagement and to benchmark ourselves against other NHS organisations of a similar size and against national performance.

68.9% of our staff completed the NHS Staff Survey in November 2023, this has risen from 58.6% last year. The Trust ranks in the top 5 for the number of staff who have completed the survey.

Key questions in this survey are used to inform the Equality, Diversity & Inclusion strategy and annual plans – there are specific questions related to diversity and inclusion that are reported in the Workforce Disability Equality Standard and Workforce Race Equality Standard in the following section of this report and the Equality Delivery System Review; and we have shared improvements made in our ‘People Promise’.

### **Our People Promise**

The NHS People Promise is an initiative aimed at fostering a supportive and inclusive work environment for all NHS staff. It is part of the broader NHS People Plan and focuses on making the NHS a better place to work. The promise outlines a set of commitments designed to ensure that every member of the NHS workforce feels respected, valued, and supported.

The key components of the People Promise are:

- We are compassionate and inclusive: Promoting a culture where everyone feels respected and included, ensuring equality and diversity are upheld.
- We are recognized and rewarded: Ensuring that staff contributions are acknowledged and that they receive fair rewards for their hard work.
- We each have a voice that counts: Encouraging open communication and ensuring that all staff feel their opinions and concerns are heard and valued.
- We are safe and healthy: Prioritizing the physical and mental well-being of staff, providing support and a safe working environment.
- We are always learning: Offering opportunities for continuous professional development and lifelong learning.
- We work flexibly: Supporting flexible working arrangements to help staff balance their work and personal lives.
- We are a team: Fostering teamwork and collaboration, ensuring everyone works together towards common goals.

Since we last reported (2022-2023), we have significantly improved on the majority of the People Promise elements, notably, the metric 'we are recognised and rewarded' has increased by 0.26, from 5.65 last year to 5.91 this year (2023-2024); 'we are safe and healthy' increased by 0.28, from 5.84 to 6.12; 'we are always learning' increased by 0.32, from 5.37 to 5.69; and morale has increased by 0.26, from 5.65 to 5.91. We are currently developing a robust action plan to improve this area, and we have recently appointed a People Promise Manager to oversee delivery.

## Annual Reports

The following annual reports can be found on our [website](#):

- Gender Pay Gap
- Workforce Disability Equality Standard (WDES)
- Workforce Race Equality Standard (WRES)

## Equality, Diversity & Inclusion (EDI) and Health Inequalities (HI) Action Plan

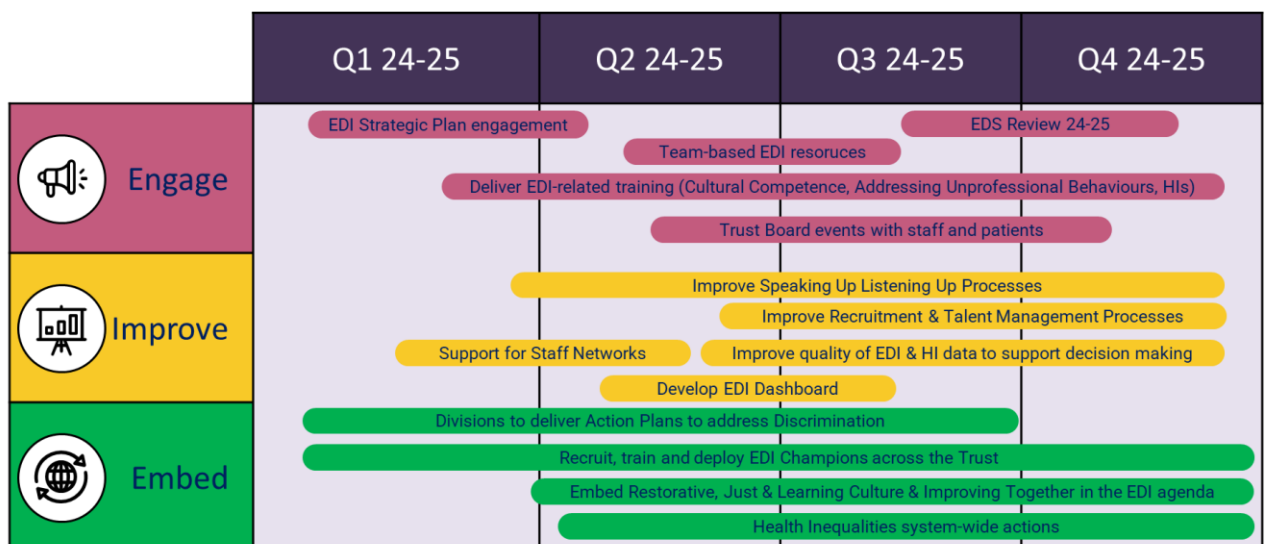
Over the past four years, our Trust has diligently advanced its Equality, Diversity, and Inclusion (EDI) initiatives. This year's action plan, encapsulated within our "Improving Together" continuous improvement methodology, represents a collaborative effort by professionals across the Trust to address workforce and patient health inequalities. It is designed to align with our performance frameworks, including the Workforce Disability Equality Standard, Workforce Race Equality Standard, Gender Pay Gap, Equality Delivery System, and the NHS EDI Improvement Plan. Central to our approach is the 'inch wide, mile deep' philosophy, which focuses on a few critical priorities to maximize impact.

These priorities are organized into three themes:

- Engaging with staff and patients
- Making key improvements in our data and programmes of work that we will carry forward into 24-25, and
- Embedding Inclusion and Health Inequalities into our everyday practices.

The following diagram illustrates the specific actions and initiatives we will undertake in these areas to drive meaningful and sustainable change.

The Inclusion & Health Inequalities strategic group (I-HISC), which includes our staff network reps and professionals from across the Trust have supported development of this action plan.



Key: EDI = Equality, Diversity & Inclusion; EDS = Equality Delivery System self-evaluation process; HI – Health Inequalities