

**NHS report that shows how we are making sure local people from vulnerable groups are treated fairly across the NHS (National Health Service)**



**Annual Equality Data Publication NHS Salford Clinical Commissioning Group)**

**January 2014**



**What is equality?**



Equality is about healthcare services, like the NHS, providing vulnerable people with fair access to services, buildings, information and jobs.



It's about treating people who use our services with dignity and respect and helping people to have a voice in making our services better in the future.



Our local NHS must, by law, write a report every year saying what we have been doing to make sure people, including staff, patients and carers, are treated fairly and can get the services they need to stay healthy and well.



In 2013, Salford CCG (Clinical Commissioning Group) has been working with local people to look at 5 areas of equality that we want to focus on over the next 4 years.



## Our 5 main plans for 2013 – 2017



**1**

Improve people's access to health services, improve people's experience of using services and provide better outcomes for people.



**2**

Improve the way we collect and use information from vulnerable people (sometimes known as protected groups).



**3**

Talk to and involve vulnerable people in our services and listen to their experiences in healthcare.



**4**

Make sure that staff providing health services understand about equality and diversity and put this into practice through their work.



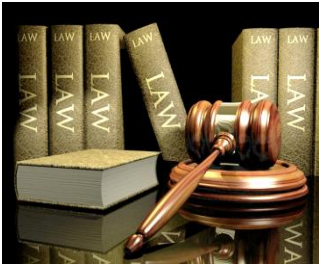
**5**

To have strong leadership and good systems in place to support equality and diversity.

## What are equality duties?

Equality duties are laws (rules) about treating people fairly and equally.

The equality duties say that **'public services'** like the NHS must work hard to make things fairer and more equal for people.



### They must do this for:

- ✓ People from different races, religions and with different beliefs
- ✓ Disabled people
- ✓ Sexual orientation
- ✓ Men and women
- ✓ Gender Reassignment (people who are born as one sex and want to live as a different gender). Gender means: male or female
- ✓ Age
- ✓ Marriage and Civil Partnership (same sex partners)
- ✓ Pregnancy and maternity





**When people are treated unfairly it is called discrimination.**



**Discrimination** means treating someone worse than other people for a reason that is legally unfair. A law has been set up to protect people from discrimination; this is called **The Equality Act 2010**.

Lots of different laws have been put together into the Equality Act and talk about making things fairer for people who might be at risk of being discriminated against.

## **Why is Salford CCG writing this report?**



Salford CCG understands that people experience healthcare services in different ways.

Salford CCG want to make sure that people who use those healthcare services are treated fairly, know what services are available to them, and where they can go for help if they need it.



We also want to make sure that vulnerable people (or protected groups) get the information they need to stay healthy and well, and in a way that they are able to understand.

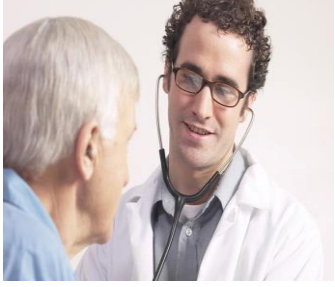
We want to make sure that this information is available to as many people as possible through Salford CCG's website.

[www.salfordccg.nhs.uk](http://www.salfordccg.nhs.uk)





## Listening and responding to people



Salford CCG listens to the things local people have to say about changes in healthcare services.

You can talk to our Communications and Engagement Team about your experiences of using local health services by emailing us at:



[salccg.involve@nhs.net](mailto:salccg.involve@nhs.net)



Or call us on:

**0161 212 4955**