

GCCG Equality Impact Analysis – Engagement to support:

- *Fit for the future: Developing urgent and hospital care in Gloucestershire*
- *A new hospital for the Forest of Dean*

Engagement/Involvement (summer/autumn 2019)

1. What's it about?

Refer to equality duties

What is the proposal? What outcomes/benefits are you hoping to achieve?

This EIA relates to local engagement activities to be undertaken by the One Gloucestershire Sustainability and Transformation partnership (STP) / Integrated Care System (ICS) partners in Gloucestershire in relation to *Fit for the Future: Developing urgent and hospital care in Gloucestershire*, with a linked additional focussed engagement: *A new hospital in the Forest of Dean*. Our intention is to provide the opportunity for those who wish to contribute to development of potential solutions to deliver future services:

- Community urgent care
- Acute/Emergency Medicine
- General Surgery
- Image Guided Interventional Surgery
- Hospital services in the Forest of Dean)

We propose to involve the public, staff and community partners in the engagements, maximising opportunities for them to have their say. We have comprehensive engagement plans in place, which sets out the following objectives:

- Clinicians, staff, community partners, patients and carers and the public are fully engaged, in a systematic way
- Key stakeholders understand their roles and how they can have their say and influence potential service change through the engagement and consultation process
- Plans are in place to demonstrate (due regard) and inform stakeholders of the impact their feedback has made
- Communication and engagement activity, materials and messages are relevant to each target audience e.g. 'communities of interest' within protected characteristic groups and/or geographical areas; a flexible/dynamic response is integral to the engagement process.

Healthwatch Gloucestershire's Readers Panel has supported the production of the engagement booklet for *Fit for the future*.

Inclusion Gloucestershire has received a grant from NHS Gloucestershire Clinical Commissioning Group to assist the STP/ICS to break down barriers to engagement. This project will independently coordinate engagement opportunities across all protected characteristic groups and

groups that are known to face health inequalities to ensure that those groups are involved in workshops shaping local health and care services.

Inclusion Gloucestershire expects to deliver:

- Recruitment of individuals to attend approximately 10 engagement events over the course of the six months, coproduced between Inclusion Gloucestershire and commissioners to ensure that they are as inclusive and accessible as possible. Inclusion Gloucestershire would support and enable these events, which would be run by commissioners. We would ensure that people can take part in discussions by advising organisers on the format of engagement, materials and tools, and translating complex issues and information. These events would bring together people from protected characteristic groups to shape the design of health and social care services, take part in options appraisals and share their valuable lived experience. Each event will be attended by approximately 15 representatives from a mix of backgrounds and groups who experience health inequalities.
- Regular steering group meetings (every two to three months) featuring organisations or individuals representative of every protected characteristic. These meetings will provide an ongoing two-way engagement mechanism
- Ongoing dialogue with a range of partners with whom we will build a relationship to ensure that they are aware of the need to engage in the co-design of services, and supporting the individuals that they work with to do so. We will work with organisations and individuals who are not currently taking up engagement opportunities to identify why that it is and what is needed to break down those barriers to engagement.

Who's it for?

The Fit for the future: Developing urgent and hospital care in Gloucestershire and *A new hospital for the Forest of Dean* engagement exercises are open to all and engagement activities have been designed to facilitate feedback from as wide a cross-section of local communities in Gloucestershire as possible.

How will this proposal meet the equality duties?

Equality, diversity, Human Rights and inclusion are at the heart of delivering personal, fair and diverse health and social care services. All commissioners and providers of health and social care services have legal obligations under equality legislation to ensure that people with one or more protected characteristic are not barred from access to services and decision making processes. Engagement activities are open to all. Information will be widely circulated; those who represent and/or work with protected characteristic groups are included in distribution lists used to promote engagement and advertise local events to enhance engagement with those from 'seldom heard' groups.

What are the barriers to meeting this potential?

Reduced level of interest from the public in developing potential solutions for change rather than consulting on 'specific' change proposals is anticipated. This engagement activity follows on from earlier 'strategic' engagement in 2017/18 looking at the Gloucestershire Sustainability and Transformation Plan and Developing our Local NHS Long Term Plan earlier in 2019 (co-produced with Healthwatch Gloucestershire).

What data/evidence do you have about who is or could be affected (e.g. equality monitoring, customer feedback, current service use, national/regional/local trends)?

The *Fit for the Future: Developing urgent and hospital care in Gloucestershire* and *A new hospital for the Forest of Dean* includes data relating to the local population. One Gloucestershire STP/ICS partners refer to Inform Gloucestershire for data about the local population: <https://inform.gloucestershire.gov.uk/> We will use this data to ensure that any plans for further engagement or consultation include specific mechanisms to ensure we gather feedback from identified communities of interest or protected characteristic groups.

How can you involve your customers in developing the proposal?

As the local response to *Fit for the Future: Developing urgent and hospital care in Gloucestershire* and *A new hospital for the Forest of Dean* develops this would be supported by public consultation in relation to any specific service changes, developments or reconfiguration as required. All proposals for change would be discussed with the County Council's Health Overview and Scrutiny Committee, to identify areas of 'significant variation' requiring public consultation.

The intention is that the planning and development of solutions will be supported by impact assessment and solutions appraisal, focussing on individual protected characteristics, with the public involved alongside local clinicians, managers and key stakeholders.

GCCG has a stakeholder database (GDPR compliant) of individuals and group contacts, including representatives from across all communities in Gloucestershire and a good range of protected characteristics e.g. Churches Together, Local Medical Committee, Maternity Voices Partnership, Trades Union representatives, voluntary and community groups and elected representatives.

Those on the database will be invited to provide feedback at the planned engagement events or through the online engagement booklet from mid-August 2019 to mid-October 2019.

Public drop Ins will be arranged for different days of the week and different times of day. All venues will be Disability Discrimination Act (DDA) 1995 compliant in terms of access. Public Drop In events will be arranged across all parts of the county, targeting venues and events attended by a wide range of local residents. These will include: high streets, markets and public events such as Pride. The Public Drop-ins will be either static displays in doors, or utilise the Information Bus. The Information Bus is DDA compliant, with a wheelchair ramp or stairs with handrails to facilitate access.

Locality Development Workshops: Making sure everyone can access community 'same day' urgent care services – Autumn 2019

Locality Workshops will be held in Cheltenham, Cotswolds, Forest of Dean, Gloucester, Stroud and Berkeley Vale, Tewkesbury. Members of the public can register their interest in attending by emailing GLCCG.participation@nhs.net to request an expression of interest form to complete. Places are available for local residents

Engagement Hearing – date and venue to be confirmed (see website)

The Hearing is an opportunity for the public to present ideas to a panel of clinicians and other health professionals who have to develop local solutions. Hearings are independently chaired and are a public opportunity for the public to share your thoughts and ideas about what they think

should be taken into account, what they think is essential in arriving at the best solution, plus any new ideas or alternative proposals you may have. Hearings are live events held in public, live streamed to the internet, and recorded. They are an opportunity for good quality discussion and debate. If members of the public want to book a timeslot (and submit information beforehand/ this is optional) they can do so by sending an email to GLCCG.participation@nhs.net

Citizens' Jury – Improving specialist hospital services and developing *centres of excellence* – dates and venue to be confirmed (see website)

The Citizens' Jury will hear evidence over a week, to include feedback from engagement. Members of the public can apply to be a member of the Citizens' Jury between 1 and 28 October 2019 through www.citizensjuries.org If a member of the public is interested in observing the Citizens' Jury (25 places are available for observers each day) they should email GLCCG.participation@nhs.net

Solutions Appraisal Exercise – dates and venue to be confirmed (see website)

The Appraisal Exercise will be completed by clinicians and other health professionals, together with some members of the public who have been involved in developing the proposed solutions to be appraised. Members of the public interested in observing the Appraisal process (25 places are available for observers) can register an interest in attending by emailing GLCCG.participation@nhs.net

Printed materials

Engagement materials (including freepost survey) will be distributed to a wide range of outlets such as GP surgeries, hospitals, libraries, council offices, community centres and pharmacies. All engagement materials will be available on request in any format. Details of how to obtain the information other formats is included in the standard version of the materials. The GCCG PALS will be the point of contact for such requests.

Online information

All engagement information including: publications, details of events, news stories and the online survey is available on the One Gloucestershire website in order to maximise access <https://www.onegloucestershire.net/yoursay/> and <https://www.fodhealth.nhs.uk>

There will be local media advertising through a wide range of media outlets and social media products focussing on a range of relevant subjects will be issued during the engagement period to encourage a wide range of participants to take part and provide their feedback.

A range of targeted events will be incorporated into the engagement activities. These will include meetings with: young adult carers, disabilities groups, LGBT groups, representatives from GP practice Patient Participation Groups (PPG), staff groups, as well as representatives from a wide range of voluntary and community groups

Who is missing? Do you need to fill any gaps in your data? *(pause EIA if necessary)*

We will have data for those who provide feedback to the engagement using the engagement surveys across all of the protected characteristics.

3 Impact

Refer to dimensions of equality and equality groups

Show consideration of: age, disability, sex, transgender, marriage/civil partnership, maternity/pregnancy, race, religion/belief, sexual orientation and if appropriate: financial economic status, homelessness, political view, gypsies & travellers, sex workers, people who misuse drugs & alcohol

Using the information in parts 1 & 2 does the proposal:

a) Create an adverse impact which may affect some groups or individuals. Is it clear what this is? How can this be mitigated or justified?

We have tried to ensure that our engagement activities are accessible to all. We have not identified an adverse impact for any particular groups.

What can be done to change this impact?

N/A

b) Create benefit for a particular group. Is it clear what this is? Can you maximise the benefits for other groups?

We have tried to ensure that our engagement activities are accessible to all. We do not believe that our engagement plans have advantaged any particular group.

Does further consultation need to be done? How will assumptions made in this Analysis be tested?

Consultation would be undertaken on specific service changes as required. Our plans for further consultation as required would be informed by detailed EIAs on any proposals for change.

4 So what?

[Link to business planning process](#)

What changes have you made in the course of this EIA?

None

What will you do now and what will be included in future planning?

Responses to the two engagements will be compiled into Outcome of Engagement Reports, which will be made publicly available via the One Gloucestershire, Fodhealth, GCCG and partner organisations websites. The Outcome of Engagement Reports will include demographic data of all respondents to the engagement survey (including all protected characteristics) and details of targeted engagement events. Further consultation as required would be planned to ensure that we maximise opportunities and target particular groups as appropriate, depending on the specific proposals.

When will this be reviewed?

As part of future ICS plans and service development.

How will success be measured?

GCCG has recently updated its Engagement and Experience Strategy to set out our approach to evaluating the effectiveness of our engagement, experience and inclusion activities, which is to apply a well-known quality improvement methodology, using an iterative process: Plan, Do, Study, Act (PDSA cycle).

A good representation of feedback from the population of Gloucestershire including protected groups to these Engagements and to future engagements/consultations.

Presentation of the Outcome of Engagement Reports to Health Overview and Scrutiny Committee and organisational Boards/Governing Body for information and consideration.

For the record	
<i>Name of person leading this EIA</i> Becky Parish, Associate Director, Engagement & Experience	<i>Date completed</i> August 2019
<i>Names of people involved in consideration of impact</i> Becky Parish, Associate Director, Engagement & Experience Caroline Smith, Senior Manager, Engagement & Inclusion	
<i>Name of director signing EIA</i> Marion Andrews-Evans, Executive Nurse and Quality Lead	<i>Date signed</i> August 2019