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Caring · Trusted



The Shrewsbury and  
Telford Hospital  
NHS Trust

# Equality, Diversity & Inclusion

ANNUAL REPORT 2021

The Shrewsbury and Telford Hospital NHS Trust

# Executive Summary

**The Trusts Equality Diversity & Inclusion Strategy was developed in November 2020 and is aligned to the Trusts People Strategy. Our Values remain at the core of everything we do.**

Our Annual Equality, Diversity & Inclusion report provides a progress update and an account of how at SaTH we are progressing to our Trust Board.

While we may not have achieved everything we set out in 2020, our commitment to improve the working lives of our people and provide excellent care for the communities we serve remains. This report provides an overview of our activity during 2021 and will support us in reviewing our priorities over the next 12-24 months and on-going work to deliver the strategy.

The report highlights our activity against the general equality duty as outlined in the Equality Act 2010, to have due regard for the need to eliminate unlawful discrimination, harassment and victimisation; to advance equality of opportunity; and to foster good relations between people who share a protected characteristic and those who do not.

Promoting and supporting diversity in the workplace contributes towards employee wellbeing and engagement and a diverse workforce can drive an organisation's effectiveness through enabling people to reach their full potential, in turn improving innovation and decision-making, as well as meeting the needs of a diverse population.

The Trust is committed to creating a culture of openness and transparency. As a requirement of the Public Sector Equality Duty, the Trust must capture a range of equality related information and report on it and a statutory obligation under the Equality Act 2010 to publish a range of monitoring information relating to workforce, patients and the local community. This data and narrative includes the Workforce Race Equality Standard (WRES), Workforce Disability Equality Standard (WDES), Equality Delivery System (EDS), Gender Pay Gap Reporting and the Public Sector Equality Duties (PSED).



*Khia Bayade*



*Richard Steyn*

# COVID-19 Response

During 2021 the COVID-19 pandemic continued to impact and we have continued to learn and adapt our policies and procedures to protect our patients and staff. Our COVID-19 risk assessments for employment are well embedded and we have numerous processes to support all staff and patients when they have COVID-19 or may be a contact.

This was a particularly difficult time for our people and we worked hard to achieve the right balance and support for all while respecting individual positions. The on-going listening and learning from this continues and is critical as we move forward.

The key focus on staff health and wellbeing and supporting staff continued in 2021 and remains a key priority for 2022. We like many organisations are concerned for the longer term impact on our people from COVID-19 and how we support our people.



# Legal Requirements

## The Equality Act 2010:

This places key duties on statutory organisations that provide public services. It protects people from unfavourable treatment and discrimination, and this refers particularly to people with the following protected characteristics:

Age

Disability

Sex (gender)

Sexual orientation

Gender reassignment

Race (including national identity and ethnicity)

Religion or belief

Pregnancy and maternity

Marriage and civil partnership.

# Equality Objectives

There is still more to do to achieve the actions and objectives we set ourselves in 2020. While some improvements have been made, our ambitions to be an employer of choice and ensure everyone has a sense of belonging is part of our ambition.

A key area of focus needs to be regarding our Governance and support through our structures to report progress and seek support from Trust Board.

**Workforce** – aim is to ensure our staff create a positive working environment and promote a culture of trust where our people work together, and feel motivated and confident to challenge and be innovative. A key objective is to recruit and retain a workforce which is representative of the communities we serve, and to provide an environment that values the differences people bring with them, where they feel safe and supported throughout their career.

**Patients** – aim is to ensure that we are working with our key partners to provide the best possible service to our communities, ensuring everyone has fair access to all services and treating everyone with respect at all times. The group will engage across Shropshire and Telford and Wrekin in order to deliver a service which meets the needs of communities, especially those that are seldom heard.

# Progress against our Equality Objectives

Engage to create inclusive healthcare			
Ref	Action	Update	RAG
1.0	Develop our Trust board and senior leadership as EDI Champions	We have a commitment from our board and senior leadership team to partner with our staff networks. We have supported 14 individuals to become cultural ambassadors and 16 individuals to join our change team to support change. All leaders are mandated to attend development in 22/23 and also have a annual objective set linked to % of people experience discrimination at work in Staff Survey.	
1.1	Meaningful and targeted patient engagement and data collection, driving service improvement to reduce health inequality	A great amount of work has been done to strengthen our reach to seldom heard communities, to improve engagement including a 5 year Public Participation Plan and investment in a Social Inclusion Facilitator.	
1.2	Establish our staff network and patient group to help shape our services and culture	The Trust continues to support our three staff networks, the Race Equality & Inclusion Network, The (DAWN) Disability, Ability & Wellbeing Network and SaTH Pride our LGBTQ+ Network.  The Trust has an Equality, Diversity and Inclusivity Advocate Group to help identify health inequalities and drive improvements throughout the Trust. We now need to embed and build our networks further, to continue addressing the experiences faced by our people and communities.	

# Progress against our Equality Objectives

## Empower to achieve

Ref	Action	Update	RAG
2.0	Engender a culture where staff feel a sense of belonging and allyship	Our culture journey to improve working life at SaTH continues. Over the past 12 months we have undertaken numerous engagement conversations and made changes. However despite this our staff survey results show 9% of people reporting they experience discrimination at work. We know culture change takes time. We have worked with the Kings Fund and NHSE/I to design a Culture and Leadership programme. So far 11 leaders have attended from band 3 to board and a further 78 are currently completing the programmes and we will continue to roll this out during 2022/23. Our OD programme will build on this by ensuring a sense of belonging and allyship runs through the full employee lifecycle from onboarding to exit.	
2.1	Culturally enrich our organisation by reflecting the diverse communities we serve	Over the past 3 years our representation across Disability, LGBTQ+ and BAME staff has increased. However these numbers are still low and not reflective at senior levels. We have more targeted work to do. Our BAME medical and nursing workforce represents 12.79% of total workforce and our focus is to look at corporate roles such as senior leadership, facilities and estates, finance and senior medical and nursing roles to ensure they are also representative at all levels.	
2.2	Enrich our organisational development offer, so staff are informed and empowered	In July 2021 SaTH launched our leadership development programme for our people. Roll out was impacted by COVID however development is now back on track. Despite covid 89 leaders have attended from band 3 to board. In addition we have a great HWB offer for our people and one we continue to grow. The ICS of which we are a key partner launched an Inclusive Leadership Programme. We do recognise we have more to do to ensure we are developing diverse talent in an inclusive manner.	

# Progress against our Equality Objectives

Embed and Celebrate			
Ref	Action	Update	RAG
3.0	Develop an EDI reward and recognition framework for the Trust	In July 2021 we held our first ever Virtual Trust Awards. We had over 800 colleagues nominated for a COVID Hero award and all staff received a COVID Hero Rainbow badge and Care for You Day. We have also celebrated staff who have reached their Long Service Awards, for 25 or 40 years working for the NHS. We do have a monthly celebration calendar to recognise key events and dates as well as supporting Health and Wellbeing. More work to do to ensure an embedded framework.	
3.1	Seek external accreditation to demonstrate continued improvement	We continue to support the Disability Confident Scheme and our commitment to guaranteeing an interview for applicants who meet the essential requirements of the role. We aim to become a Disability Confident Employer at level 2 during 2022.	
3.2	Annual EDI conference	While in partnership with the ICS we have supported many celebration events our annual conference was not delivered during 2021 due to impact from COVID. The ICS did run a virtual leadership conference in 2021 and our plans this year will include our community.	



# Workforce Data 2021

80% of our staff  
are Female  
Same as 2019



13.5% of our staff  
are Black, Asian  
Ethnic, Minority  
11.11% in 2020  
8.44% in 2019



3.23% of our  
staff have  
informed us  
of a disability  
2.84% in 2020  
2.7% in 2019



1.91% of our staff  
have informed us  
that they identify  
as LGBTQ+  
1.6% in 2020  
1.41% in 2019

# Workforce Initiatives

In line with our Equality Objectives – **Engage, Empower and Embed**, we have been focussing our work on our Cultural journey and our commitment to engender a sense of belonging for all staff.

**SaTH remains a member of Employer Network for Equality & Inclusion (ENEI)** which is the UK's leading employer network covering all aspects of equality and inclusion issues in the workplace. We continue to embed and develop our staff networks and we would like to further expand our networks during 2022-23 to focus on other areas such as menopause, sleep and men's health. Other initiatives during 2021-22 include-

Development and launch of our change team- we have appointed 16 champions to help and support positive change supporting colleagues across SaTH to use improvement techniques to make SaTH a better place to work for all.

We have also supported 14 individual to become cultural ambassadors via the RCM development programme. The role of the Cultural Ambassador is to identify any cultural issues or perceived bias (conscious or unconscious), less favourable treatment or discrimination within these processes. The ambassadors will work with us to improve recruitment and employment relation experience and decision making process.

As part of the Trust's Safer Recruitment Workshops, we continue to support the Disability Confident Scheme and our commitment to guaranteeing an interview for applicants who meet the essential requirements of the role. We aim to become a Disability Confident Employer at level 2 during 2022 and further review our adverts and templates to ensure they are inclusive. We continue to work with local partners to ensure we reach all communities to encourage and support careers in the NHS.

We have worked to improve on our staff networks, however they remain a key priority for us in 2022 to ensure real benefit realisation of how in partnership we can improve working lives and patient care.

Whilst addressing national staffing shortages, we have built inclusion through our recruitment processes. Our International recruitment has continued and we have supported 190 individuals to join SaTH in 2021. Our on-boarding, pastoral care and support to enable them to adjust to their new work and living environments continues.

Throughout 2021 we have delivered numerous well being initiatives offering Psychological, Physical, Emotional, Financial and Healthy Lifestyle support as part of our overall offer.

We continually review and we are progressing plans to take this to the next level with the introduction of our Psychological Wellbeing Hub **and the introduction of Health Passport for staff with health conditions.**

The Trust continues to support our three staff networks, the Race Equality & Inclusion Network, The (DAWN) Disability, Ability & Wellbeing Network and SaTH Pride our LGBTQ+ Network. As we believe our staff networks provide a safe environment for the staff to come together, share experiences and facilitate learning and development.

We are working towards more flexible and agile working.

In July 2021 we held our first ever Virtual Trust Awards which was live streamed at both Telford and Shrewsbury with over 3000 staff and family members watching the Awards. We also had over 800 colleagues nominated for a COVID Hero award and all staff received a COVID Hero Rainbow badge and Care for You Day.

Celebrating staff who have reached their Long Service Awards, for 25 or 40 years working for the NHS

We have joined the 'Employer with Heart' scheme to support colleagues by providing additional paid leave for mothers who give birth prematurely, provide partners the time they need to be with their baby in hospital and support parents returning to work following the birth of a premature baby. We want to do even more in 2022 to support staff impacted by miscarriage and bereavement.

In July 2021 we launched our new leadership development with over 48 different programmes which incorporates monthly masterclasses for our leaders from band 3 to board to help us develop a more inclusive and diverse leadership approach at SaTH. An example of these masterclasses include courageous conversations, Civility Saves Lives and Show Racism the red card.

We have developed a cultural diagnostic tool to support us to understand issues across the Trust and develop supportive improvement plans.

We continue to embrace our engagement platforms at a Trust and divisional level, this has helped us to engage with out people and bring about improvements.

We have a diverse pool of Freedom to Speak Up Champions and divisional FTSU groups. Freedom to Speak up Week was held during October 2021 including masterclasses and workshops.

# Workforce Initiatives with our Integrated Care System (ICS) partners

During 2021 we have continued to strengthen our partnership working across the Integrated Care System and with our partners. Shropshire, Telford and Wrekin ICS is fully committed to racial equality, diversity and inclusion. As a system we have committed to 10 overarching pledges which includes tackling the problems of ill health, health inequalities and access to health care, improving our leadership and governance and making our system a great place to work.

## Examples of ICS initiatives include;

- BAME network events in March, May, September and December
- Celebrations of South Asian Heritage Month in July.
- Commissioned research into experiences of racism towards Shropshire Health and Social Care staff
- Launch of Race Equality Change Agents Programme (RECAP)
- Launch of Recite Me
- Launch of cultural ambassadors
- Launch of inclusive leadership programme
- Refreshed and launched EDI statutory and mandatory training
- Launch ICS LGBTQ+ network group

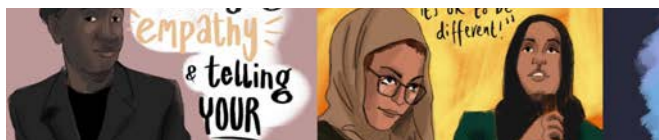
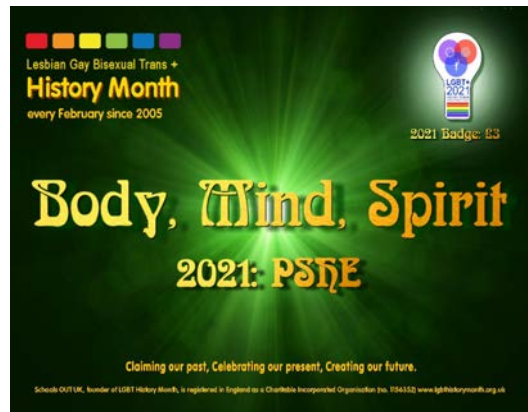
# Workforce Initiatives



**Making a difference together.**

For more information visit: [SaTHMakingADifferenceTogether.org](http://SaTHMakingADifferenceTogether.org)

**Stand up to racism**



# SaTH Patient Profile

Key headline demographic data reflective of people accessing services within the Trust 1st January to 31st December 2021.



# Supporting People Living With Dementia

- 3366 people living with dementia were admitted to the Trust during 2020/2021.
- The Dementia Support Team have expanded, with two additional posts being recruited into during 2021 to provide additional support across the Trust.
- A knitted blanket appeal to help patients to locate their bed space easily, and see the edge of the bed more clearly, gained a good response from knitters in the community.
- Dementia Action Week was celebrated and the Team raised awareness on why words matter, and the importance of using simple words at a steady pace, whilst stepping into the persons world.
- Sensory boxes have been introduced in all clinical areas to assist people living with dementia to interact, communicate and reminisce.
- The Abbey pain scale, a non verbal pain descriptor, has been incorporated in the Trust observation system.
- Non slip place mats have been introduced across all Wards to support meal times.
- Dementia tier 2 training has been introduced across the Trust.



# Supporting People with **Hearing Loss**

- The Audiology Team trialled hearing aids with remote fitting capacity and Bluetooth technology.
- The Audiology Team held 663 telephone consultations and 180 video consultations to support the continuation of vital services to patients.
- The Audiology Team are achieving 18 week hearing aid assessment targets with no backlog.
- A new patient satisfaction system provides improved access and captures feedback to support improvement.
- The British Sign Language library has been added to, providing further information to members of the community seeking to access services within the Trust.
- The League of Friends funded new interaccoustics balance equipment, enabling the Trust to provide state of the art balance testing helping to support people with dizziness and balance difficulties. It also helps detect early signs of Parkinsons, stroke and schizophrenia.

# Supporting People With End of Life Care

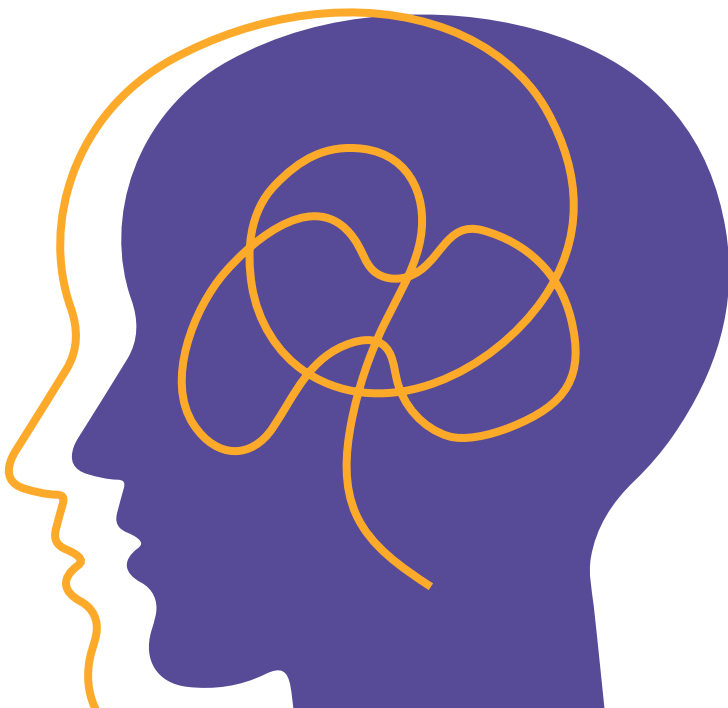
- The End of Life Care and Palliative Care Teams have combined to provide improved service and access to staff and patients. The new structure supports patients receiving both specialist palliative care, and end of life care in the last days of life in the best way possible, enabling the team member with the most appropriate skills to address the patient's specific needs at the time to provide support for the patient, relatives, and the team caring for them.
- The Trust has expanded the Palliative and End of Life Care Team with two additional Clinical Nurse Specialists and is recruiting a Lead for the service to drive further improvements.
- A 7 day on site Palliative and End of Life Care service has been introduced, to provide enhanced support to patients and clinicians over weekends.
- The End of Life Care plan used within the Trust has been revised to better support patients in the last hours and days of life.
- The Swan Scheme continue to provide resources including a memory box with a range of items to support people staying with a patient during the end of their life.
- During 2021 the Palliative and End of Life Care Team are worked to introduce a patient alert which will help to identify all patients admitted within the Trust who have Palliative & End of Life care needs. This will enable the team to review any needs the patient has to ensure support and resources are made available. The system will be introduced across the Trust in Spring 2022.





# Supporting People With Mental Health

- The Trust has expanded the Mental Health Support Team, introducing Mental Health roles in the Emergency Department and Paediatrics.
- The Mental Health Liaison Service has developed a side-by-side model at RSH which supports early joint assessment, encompassing both mental and physical health.
- Mental Health Act Training has been delivered to over 60 senior clinicians, with more focussed training sessions for Clinical Site Managers on the responsibilities and delegated authority they hold acting on behalf of the Trust.
- De-escalation Management Training has been introduced and delivered to over 50 senior clinicians, providing greater awareness and in the understanding of restrictive interventions.
- A Trust Adult Restrictive Intervention Policy and Children and Young People Restrictive Intervention Policy have been implemented and embedded providing guidance on best practice for clinical teams.



# Supporting People at times of **Vulnerability**

**To support patients accessing services across the Trust a range of actions have been taken:**

- The Adult Safeguarding Team has expanded, incorporating a Head of Adult Safeguarding, a dedicated trainer and administrator, ensuring that the safeguarding specialist nurses are able to increase their ward contact to support and enable staff to meet their safeguarding responsibilities.
- The Safeguarding training programme was refreshed with an emphasis on the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS) in practice, introducing Level 3 Adult Safeguarding Training for all frontline clinical staff.
- A full review of the Trust Safeguarding and Mental Capacity Act policies was undertaken with new policies on a page being made available to improve accessibility.
- The Safeguarding Team introduced a quarterly newsletter.

**The Trust held its inaugural Safeguarding conference, the focus for the day was Domestic Abuse from different perspectives. The agenda included:**

- Domestic Abuse and Older People including LGBTQ+
- West Mercia Women's Aid and Shropshire Domestic Abuse Service
- Honour Based Violence and Forced Marriage
- Domestic Homicide – A survivor's story

# Supporting People Within the **Emergency Departments (EDs)**

- Improved mental health pathways. A targeted approach to training and development has been established working with the Mental Health Lead. Champions have been identified within the Departments and Mental Health Support Workers introduced. The mental health rooms within each ED have been refurbished to create an improved environment.
- Targeted improvement work has focused on creating an improved environment for people with a Learning Disability or Autism. A LD champion forum has been established and the group have promoted training and development within the EDs. New documentation is being trialled to focus upon the Hospital Passport at point of presentation, enabling reasonable adjustments to be made.
- The Serenity Suite has been created at the Princess Royal Hospital to provide a calm and sensory stimulating space within the ED, providing a dedicated space for people living with dementia, a learning disability or autism. At the Royal Shrewsbury Hospital ED a Sunflower Suite is due to open in April 2022.
- Establishing a Same Day Emergency Care Service, provides an alternate solution to supporting people in their recovery and avoiding unnecessary admission, demonstrating improved patient experience.

# Increased Training and Resources Available to Staff

**New equality and diversity e-books**

23 books, accessible anywhere, anytime with a free NHS OpenAthens account that gives you access to many other resources.

[library.sath.nhs.uk/equality](http://library.sath.nhs.uk/equality)

**Cultural Diversity Day**  
Friday 21 May 2021

Shropshire, Telford & Wrekin Integrated Care System

**Carers Awareness Sessions**

These 45 minute virtual training sessions will equip you with the skills and knowledge needed to identify and support carers within the Trust.

Book via the Training Diary on the intranet under 'Patient Experience'.

2pm - 2:45pm on:

- Tuesday 2<sup>nd</sup> February
- Wednesday 10<sup>th</sup> February
- Thursday 18<sup>th</sup> February
- Tuesday 23<sup>rd</sup> February
- Wednesday 3<sup>rd</sup> March
- Thursday 11<sup>th</sup> March
- Tuesday 16<sup>th</sup> March
- Wednesday 24<sup>th</sup> March
- Thursday 1<sup>st</sup> April

**Caring Together**

For queries to: [sath.patientexperience@nhs.net](mailto:sath.patientexperience@nhs.net)  
Booking via the Training Diary (intranet only)

**BAPIO South-West Annual Conference**  
British Indian Nurses Association South-West Launch

Saturday, 6th March, 2021  
15:30 - 17:00

Dr Habib Naeef, Director, NHS Health and Race Observatory; Sue Tranka, Deputy Chief Nursing Officer, NHS; Andrea Sutcliffe, Chief Executive, Nursing and Midwifery Council; Sue Dobson, Chief Nurse, South-West Region, NHS; Duncan Burton, Chief Nurse, South-East Region, Director International Recruitment, NHS.

Free Registration to all  
But mandatory to get Zoom link  
[https://zoom.us/join/zoom/register/WN\\_XaX458ruSgmkwMH9ob9vrO](https://zoom.us/join/zoom/register/WN_XaX458ruSgmkwMH9ob9vrO)

Topics include:

- Challenges in International Recruitment
- Temporary Registration with the NMC
- Tackling ethnic inequalities in the NHS
- Current leadership in NHS & Accountability

For BINA Membership please visit - [binauk.org](http://binauk.org) Join us on: f t i y

**For LGBT+ History Month, learn more about LGBT+ issues**

The LGBT+ Game is a unique staff training game to improve awareness of LGBT+ issues and help create a more inclusive culture

2-12 players, 30-60 minutes  
Play in Microsoft Teams

Contact Jason Curtis  
([jason.curtis1@nhs.net](mailto:jason.curtis1@nhs.net) or 2511) in the Shrewsbury Health Library for more details

**Celebrate International Women's Day with BAPIO Women's Forum**

**'Choose to Challenge'**

Our Guest Speakers

Prof. DA Rowan, CBE, Emerita, NHS; Prof. Diana Pym, CBE, Director of Health and Life Sciences; Dr. Nicola Paine, Director of Health and Life Sciences; Ms. Adey, MBE, Director, NHS.

Motivational Talks, Exciting Debates & Panel Discussions

**Joint Training**

Autism Awareness training webinars 2021

# The Equality, Diversity and Inclusion Advocates Group

The Trust has an Equality, Diversity and Inclusivity Advocate Group to help identify health inequalities and drive improvements throughout the Trust. The group is made up of both public and staff representatives, who work in partnership to highlight, and address, disparities that arise as a result of any of the nine protected characteristics.

- During 2021 the group have:
- Continued to meet virtually, receiving updates on a range of subjects including: pathway zero, international nurse recruitment and chaplaincy services.
- Been consulted on equality impact assessments.
- Participated in a focus group reviewing the Trust recruitment process to ensure it is accessible for applicants and how best to progress Level 2 of the Disability Confident Scheme.
- Participated in stakeholder groups to support recruitment to a variety of Trust positions



# Recognising Health Awareness Days and Raising Funds for Health Charities

A range of activities have been undertaken to raise awareness of health conditions and raise money for charities and groups, examples of these are: MacMillan, Bowel Cancer UK, Cardiology, Climb Your Mountain (mental health), Seven Hospice, MIND, Motor Neurone Disease, Children's Oncology, Lingen Davies Cancer Fund, Swan End of Life Care, Dementia appeal, Alzheimer's Society, Brainstrust Charity, Cancer Research UK, the Eye Clinic, Little Stars Baby Bank and SaTH Charity.



# Veteran Aware

The Trust signed up to the Armed Forces Covenant in 2015 to ensure that no member of the Armed Forces community should face disadvantage while working or receiving treatment in our hospitals. The Trust was accredited as Veterans Aware in 2019, holding the Silver award under Defence Employer Recognition Scheme.

Examples of activities undertaken to raise awareness across the Trust are:

- Resource boxes to help staff identify Armed Forces veterans and serving personnel have been provided to all Wards.
- The number of Veteran Aware Champions has increased and Veterans Aware Stakeholder Group meetings are held quarterly.
- Raising awareness of Post Traumatic Stress Disorder (PTSD), with a veteran staff profile.
- The Trust co-hosted a 'One Army, One NHS, One Community' conference.
- Services were held in both Chapels on Armistice Day and Remembrance Sunday to remember and honour service men and women. The Chaplaincy Team asked veterans working within the Trust to share what the day meant to them, raising awareness of veterans and the Trust commitment to the Armed Forces Covenant: Remembrance Day 2021 - SaTH



# Chaplaincy

## During 2021 the Chaplaincy Team:

- Expanded, recruiting multifaith Chaplains to better meet the needs of patients, the people important to them staff and volunteers within the Trust.
- Recruited into a Trainee Multifaith Chaplain position to develop chaplaincy skills, knowledge and experience within a non-Christian under-represented group.
- Chaplaincy webpages have been published to increase awareness and access to the Chaplaincy Team: Chaplaincy - Shrewsbury and Telford Hospital NHS Trust ([sath.nhs.uk](http://sath.nhs.uk))
- The Chaplaincy Team are involved in a number of groups across the Trust including the End of Life Steering group and Race, Equality and Inclusion staff network.
- A Pastoral, Spiritual and Religious Care Group has been established, with members of the local community.
- The Chaplaincy Team have celebrated and raised awareness of a number of events and festivals including: Ramadan, Diwali, Inter Faith Week and Advent, with more planned for 2022.

The Shrewsbury and  
Telford Hospital NHS Trust  
**Chaplaincy**





# Public Participation

- In collaboration with our local communities the Trust has developed a 5 year Public Participation Plan which outlines how we will develop and involve our local communities at SaTH
- The Plan outline our 6 objectives which we will deliver over the next 5 years, including how we involve, engage and incorporate the views of our seldom heard communities.
- Following a successful grant application bid to NHS Charities Together to support the inclusion of our 'Seldom Heard' groups within our communities, we have funded a Social Inclusion Facilitator post for 12 months.

**Our Social Inclusion Facilitator has undertaken mapping exercise and gap analysis and has identified the need to strengthen our engagement with the following groups within our communities:**

- BAME groups across all geographical areas
- Rural community groups and organisations
- Community groups and organisations in Powys
- Eastern European/ migrant worker communities
- Communities from deprived areas
- An action plan is being developed to identify and make links with groups within these communities

# Public Participation Team Highlights from 2021-22

**Over the past year SaTH has developed new and innovative ways to work and engage with our local communities**

- Ensure that all new service changes/developments have a completed Equality Impact Assessment (EQIA), which includes patients and public representatives assuring all EQIA's
- Following a gap analysis we are currently focusing on building stronger links with our rural communities. In December we connected with 20 new groups in North Shropshire (Oswestry and Whitchurch).
- We organised a Health economy wide meeting with our Polish community and employers of migrant workers following concerns they raised about the COVID19 vaccine. This meeting included representatives from the Local Authority, Community support organisations, Polish and Eastern European Community groups, and employers.
- Our social inclusion facilitator has also been building links with our Gypsy and travelling communities, by linking with the Gypsy and Traveller liaison leads in our local councils. The Trust has visited a traveller site near Oswestry and further site visits around Shropshire are planned in March/April 2022. The purpose of these visits is to discuss how we can create sustainable engagement with traveller communities.



# Women's Health Project

The Women's Health Project is a project that is being supported across the health economy and the project group has representatives from:

- SaTH
- Shropshire Community Health
- Primary Care,
- STWCCG,
- Public Health
- Healthwatch, CHC, patient and community groups.
- The project group developed a survey which has gone out to women in our communities to gain further insight into women's health and their needs.
- There are currently in excess of 2900 survey responses which will give a wealth of data for the local health economy. The CCG are currently analysing the data and will produce a report which will be made available to the whole health economy and our local communities



# Conclusion and Summary:

**In the past year we have continued to make progress with our equality and inclusion work and have seen a significant amount of activity, however we recognise there is more to do and more we want to achieve for our people and communities we serve.**

The changes we are making will help shape our culture of inclusion, these new practices will help support and embed, meaning a sustainable change, for our staff, patients and their families. We will continue to listen and respect difference to ensure our vision of "providing excellent care for the communities that we serve". We are on a journey and we will continue to use our engagement platforms to ensure all our staff have a voice and are very much part of our ongoing work into inclusion and zero tolerance against discrimination.

Like 2020, 2021 has seen more pressure on the NHS and staff due to the COVID-19 pandemic. As we move forward as a Trust and a local community our learning and experience will support the refresh of our actions to deliver the Equality Diversity and Inclusion Strategy.



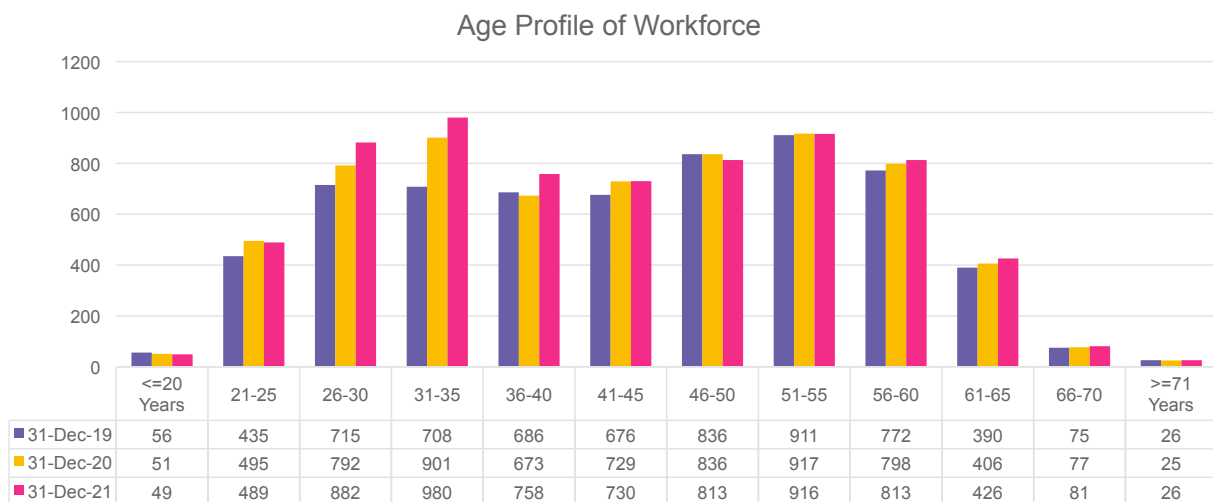
Our organisation is committed to creating an inclusive environment drawing on the diverse backgrounds, of our people and local communities.

We continue to learn from the lessons of COVID-19 and aim to make real impact in addressing health and workplace inequalities as we reset and refocus for the years ahead.

End of Report If you would like any more information on our Equality, Diversity and Inclusion work or this report in a different format please get in touch with [\*\*SATH.EDI@nhs.net\*\*](mailto:SATH.EDI@nhs.net)

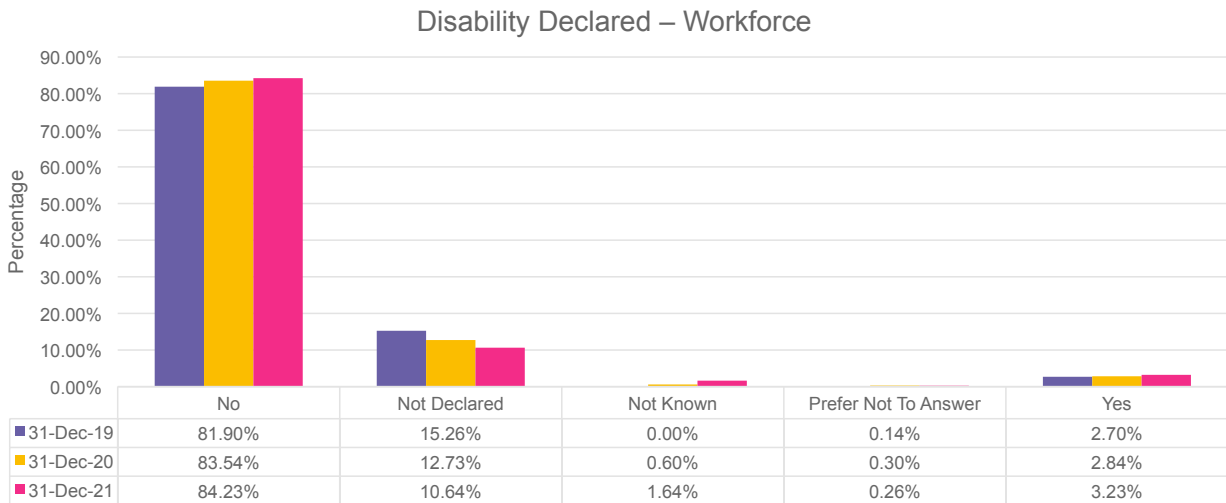
# Appendix 1 Equality Data 2021

## Age Profile of Workforce



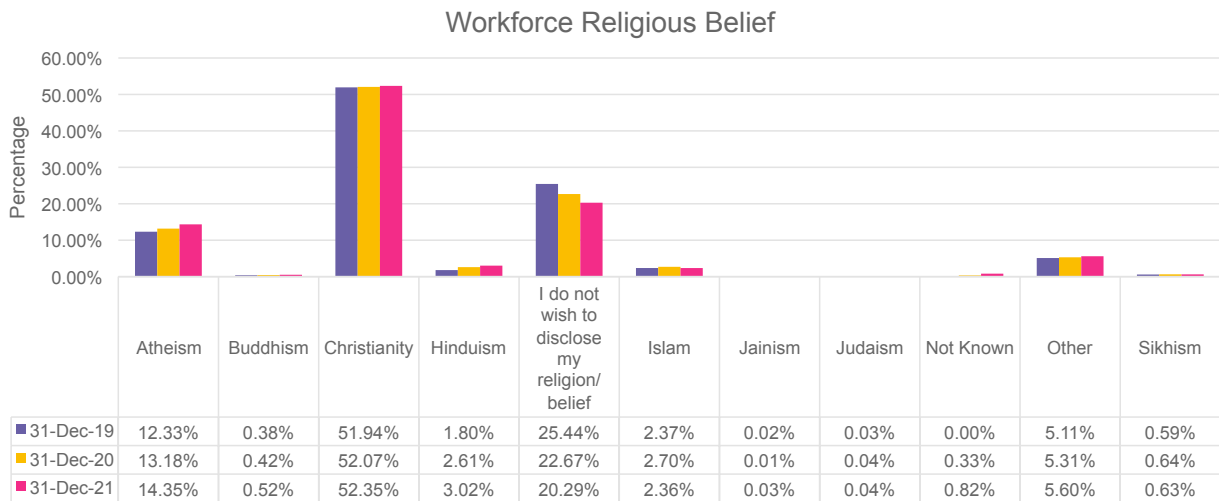
Over the past 3 years we have seen a slight reduction in people less than 25 but increases in age ranges 26-45 and 56-plus. We do have an ageing workforce and we need to review our initiatives to ensure we continue to attract our younger workforce.

# Disability Declared – Workforce



Numbers of staff declaring they have a disability have increased slightly, however we know from our staff survey results this figure is likely to be higher. Through our staff network and ensuring our processes are supportive and inclusive this is an area we need to see improvement.

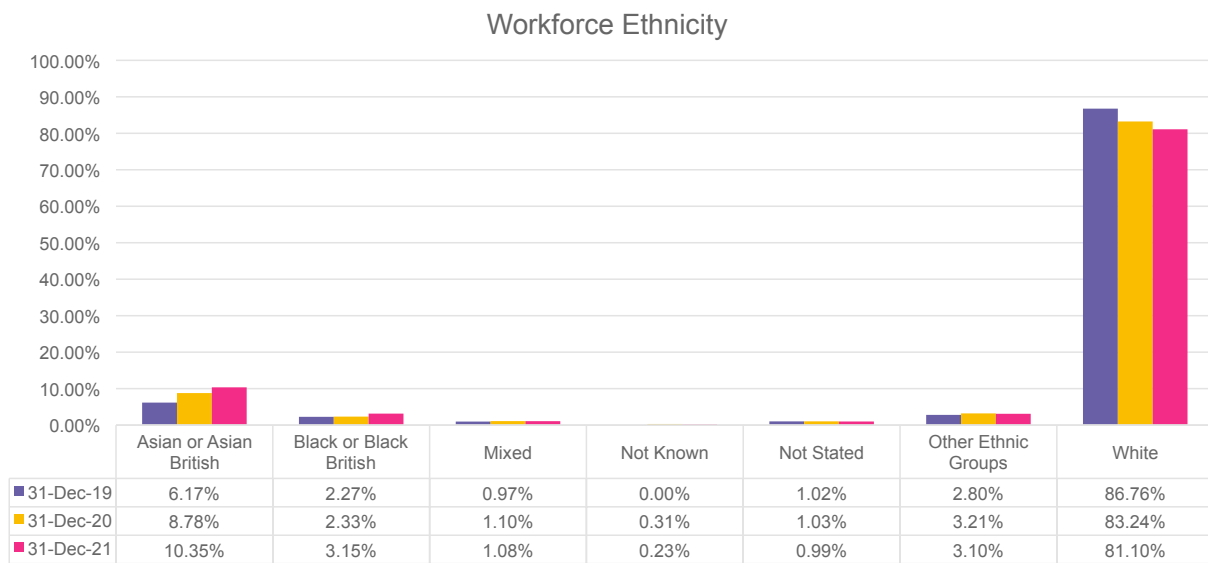
# Workforce Religious Belief



The religious profile of our people has remained relatively stable. Our multifaith chaplaincy continues to grow to ensure we are meeting the needs of our people and patients.

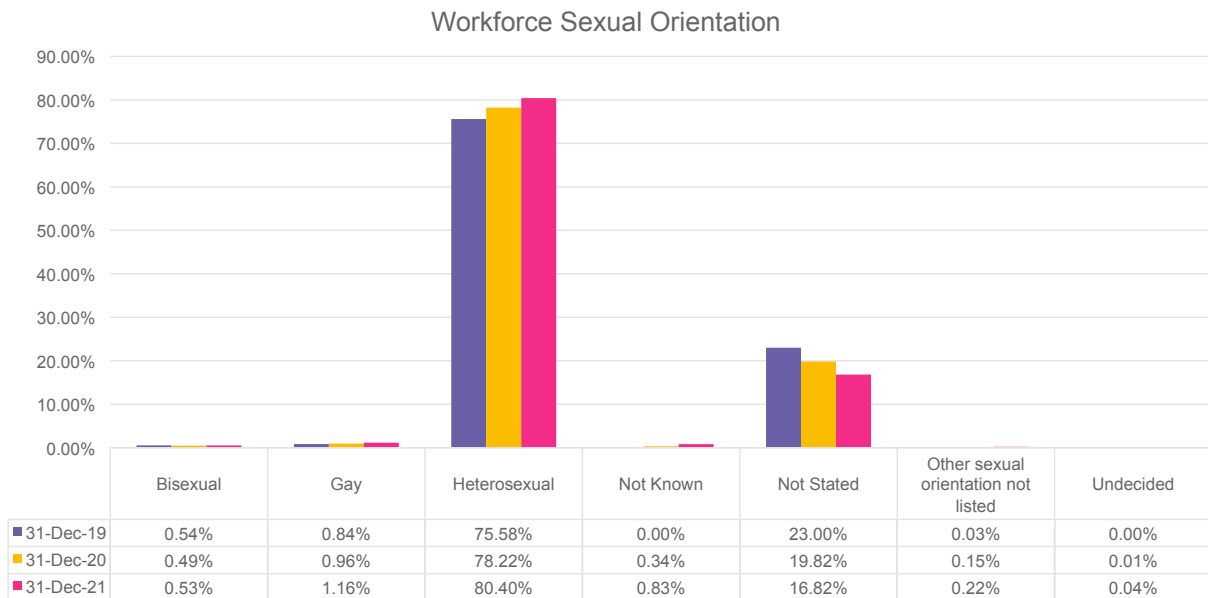


# Workforce Ethnicity



The representation of our workforce remains a key area of focus, while we have seen small increases across our Asian or Asian British and Black or Black British and mixed ethnicity we do need to ensure through our recruitment processes we are reaching and attracting people from more ethnicity to ensure not only we have a representative workforce but our communities receive the very best care according to their individual needs.

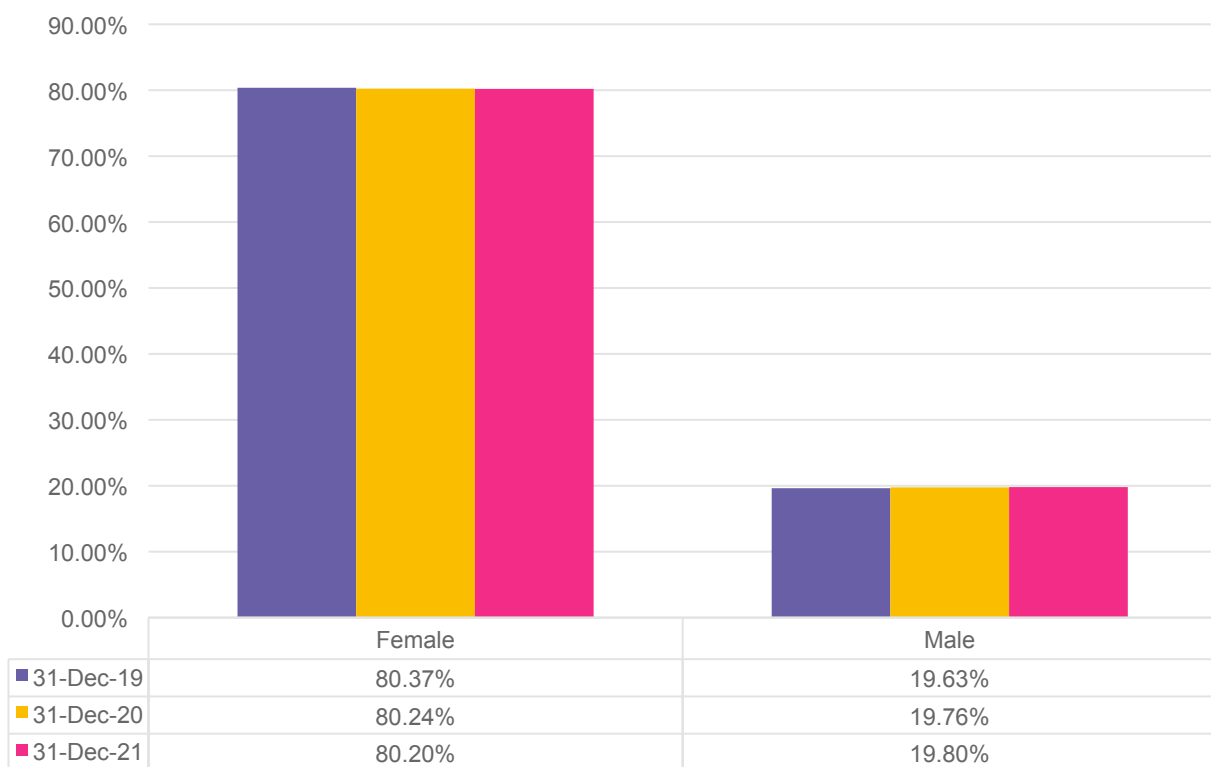
# Workforce Sexual Orientation



Again the data indicates a fairly stable picture in respect of sexual orientation and our workforce.

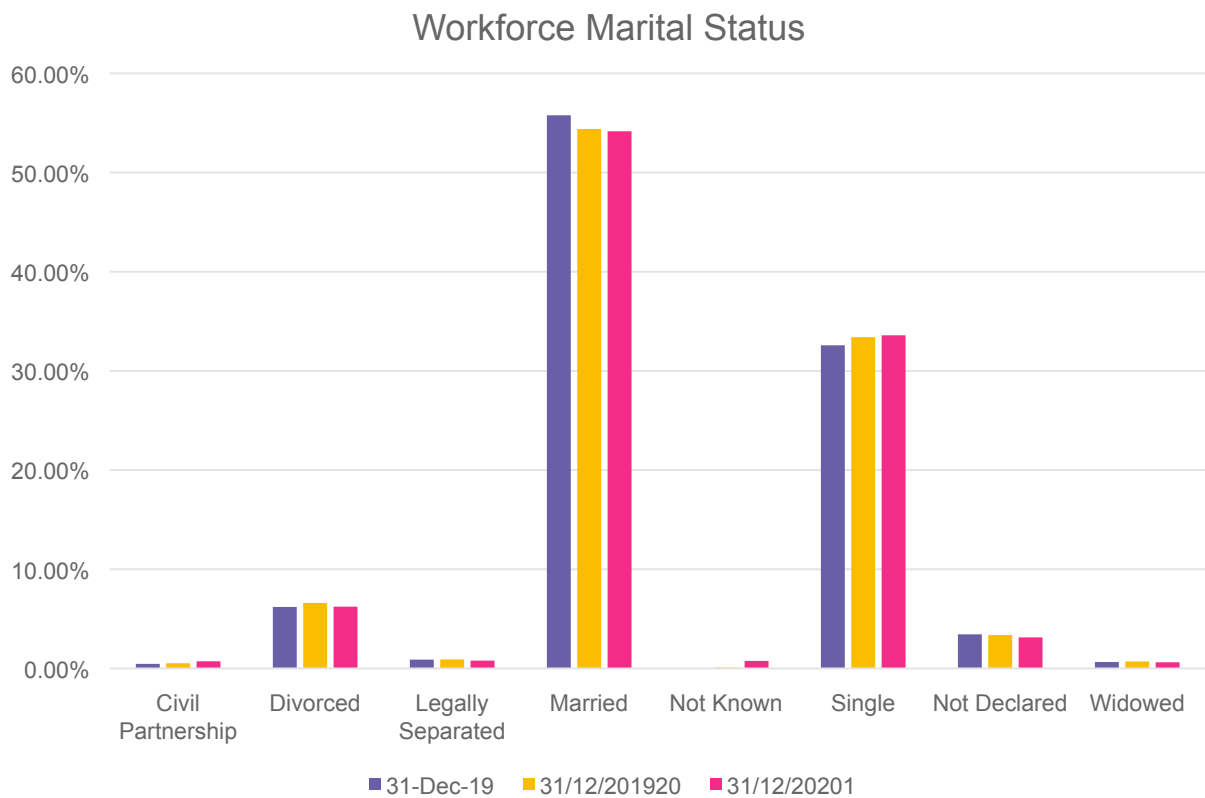
# Workforce Sexual Orientation

Workforce Gender



Our gender workforce split matches what we see from a national position. However supporting more men into NHS careers is something we need to actively encourage and support.

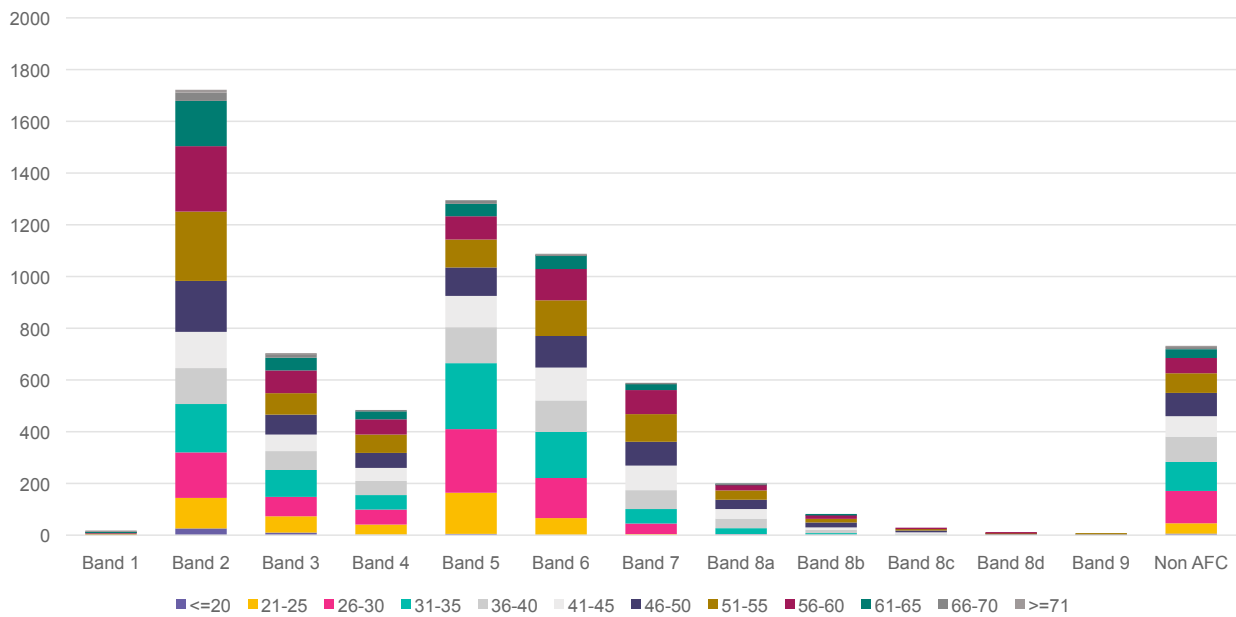
# Workforce Marital Status



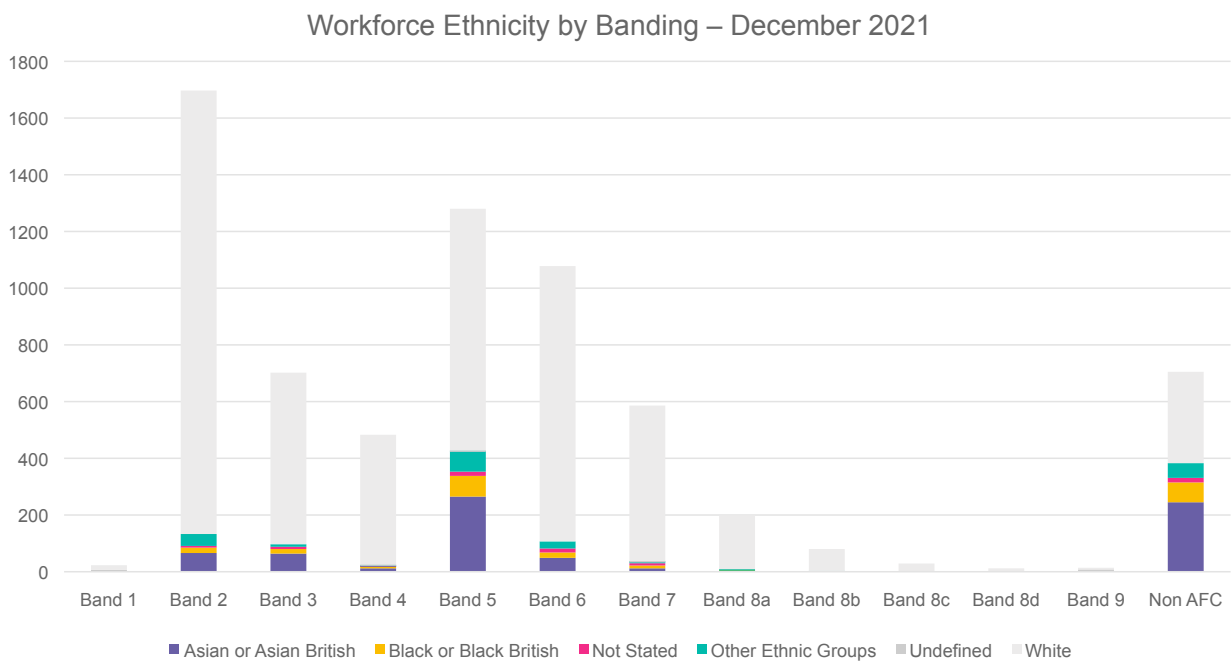
# Workforce Age by Banding December 2021

36

Workforce Age by Banding – December 2021



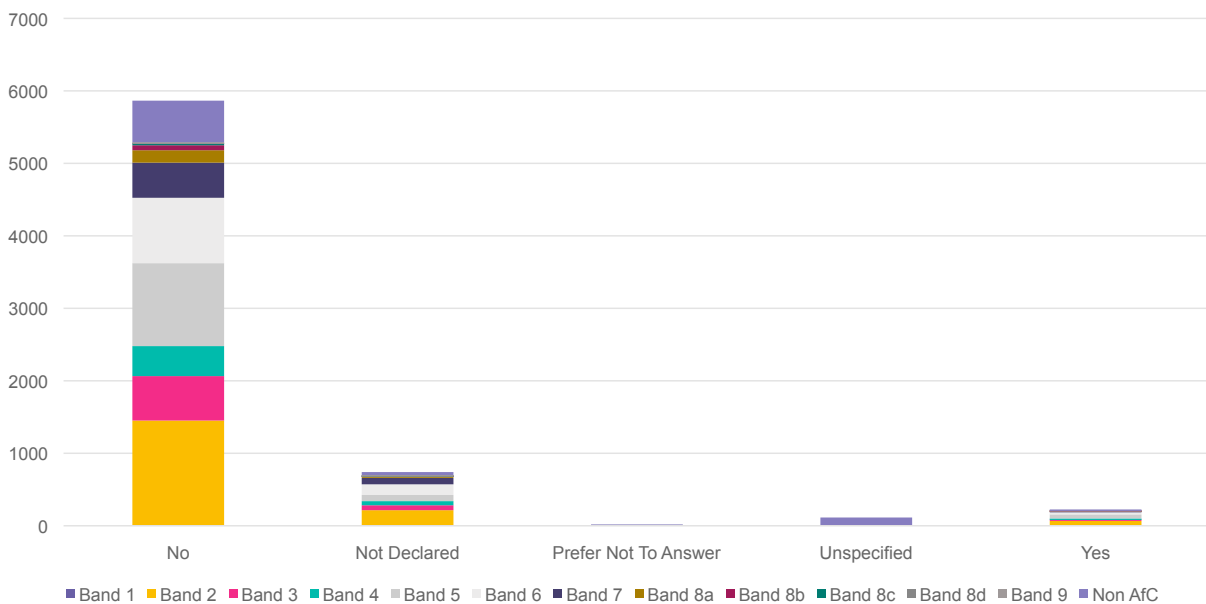
# Workforce Ethnicity by Banding December 2021



With the exception of our medical roles we are seeing that for senior roles band 6 and above we are not representative. This needs to be at the heart of our 2022 and beyond EDI strategy to really tackle this issue and see improvement over the coming years.

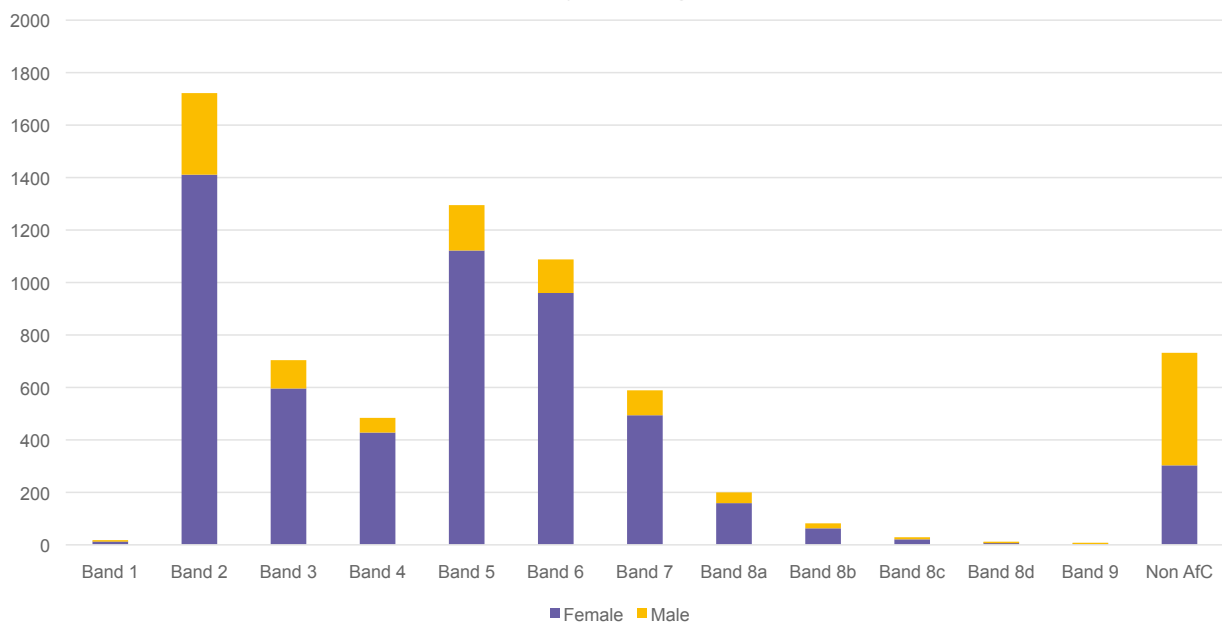
# Workforce Disability Declared by Banding December 2021

Workforce Disability Declared by Banding – December 2021



# Workforce Gender by Banding December 2021

Workforce Gender by Banding – December 2021

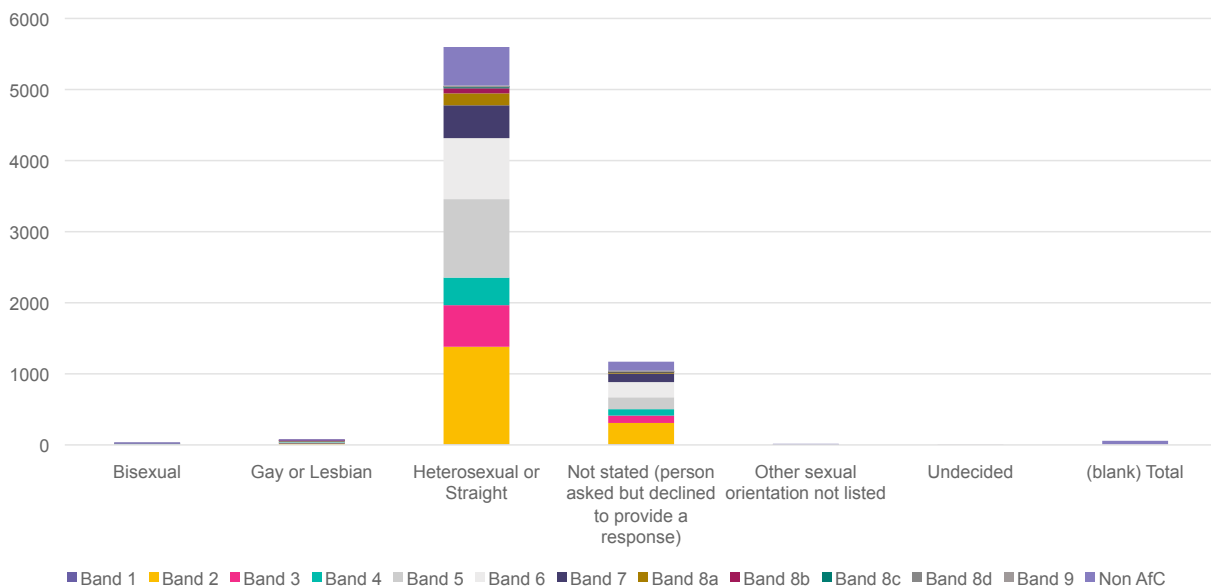




# Workforce Sexual Orientation by Banding December 2021

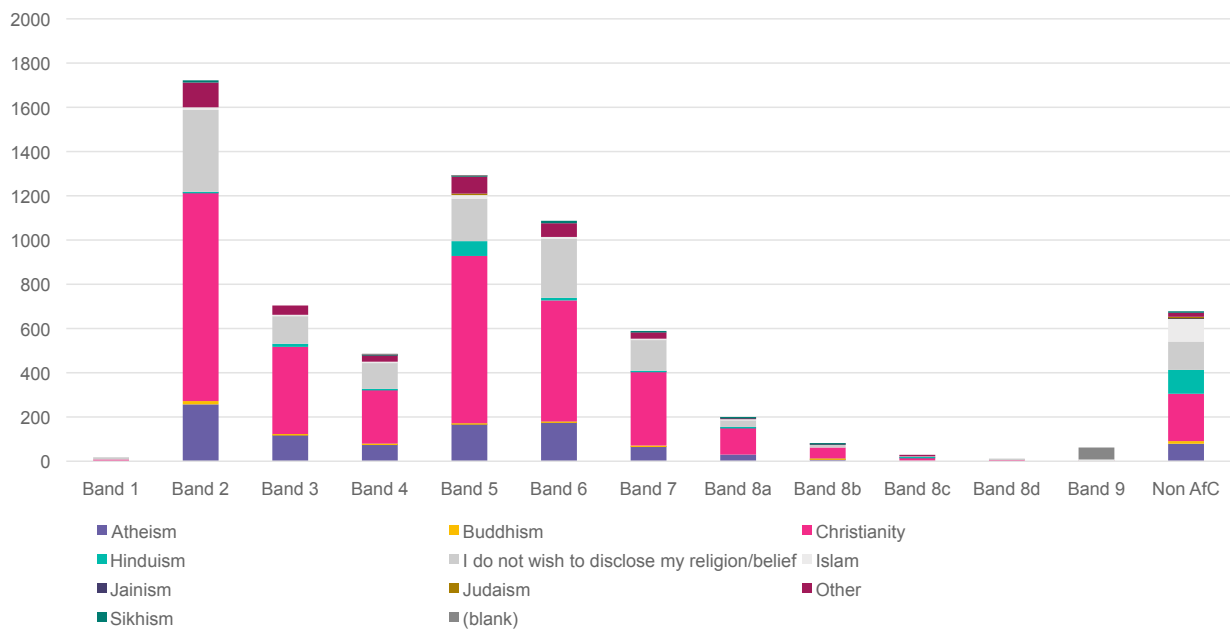
40

Workforce Sexual Orientation by Banding – December 2021



# Workforce Religious Belief by Banding December 2021

Workforce Religious Belief by Banding – December 2021



# Service Delivery Profile

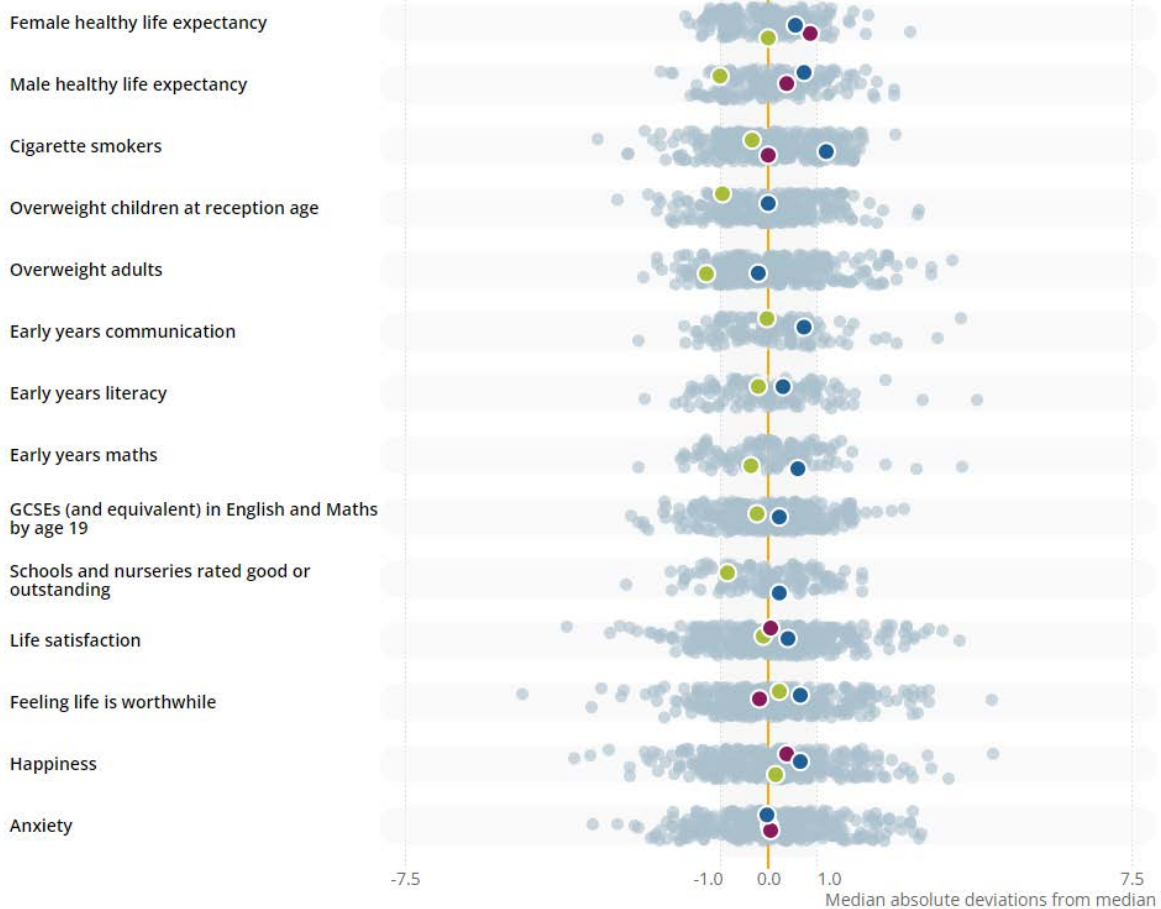
## Service User Equality and Diversity Profile

The following points should be noted:

- Patient data has been taken from SemmaHelix (both inpatient and outpatient) for the period from the 1st January 2021 to the 31st December 2021
- Translation and interpreting data has been taken from the Trust's service providers for the period from the 1st January 2021 to the 31st December 2021
- Comparison data has been taken from the Office for National Statistics, Public Health England, Powys Unity Authority, Welsh Government and Public Health Wales Observatory
- The data from different sources is not always collated in the same format
- Some information is given by site, the Royal Shrewsbury Hospital (RSH), Princess Royal Hospital (PRH) or for the Shrewsbury and Telford Hospital NHS Trust (SaTH)

# Community Profile

## Spreading opportunity and improving public services



Data from the Office of National Statistics reflects that:

Female average healthy life expectancy is higher in Powys (66.3 years), compared to Shropshire (64.9 years) and Telford and Wrekin (62.6 years).

Male average healthy life expectancy is higher in Shropshire (64.6 years), compared to Powys (63.3 years) and Telford and Wrekin (58.2 years).

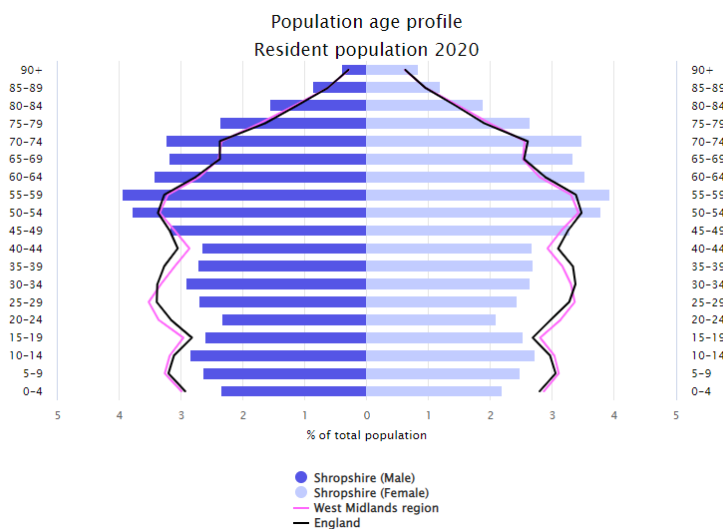
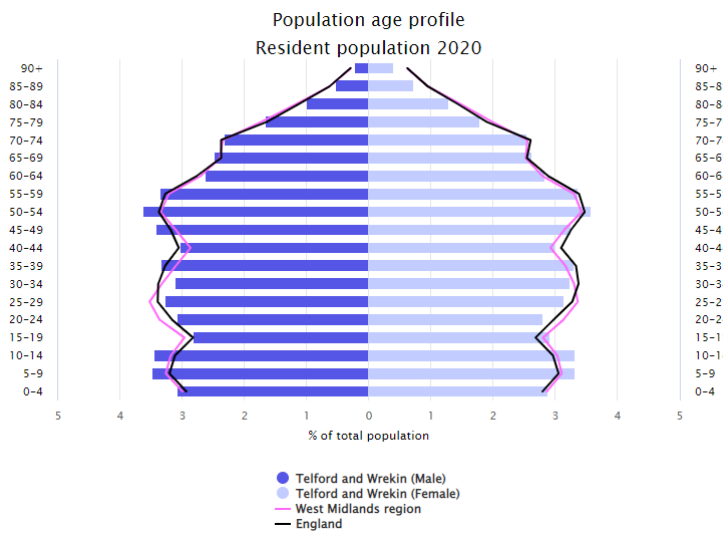
Both children and adults are more likely to be overweight in Telford and Wrekin compared to Shropshire.

Early years communication, literacy and maths is higher in Shropshire compared to Telford and Wrekin.

Life satisfaction and happiness is comparable in all areas.

# Community Age Profile

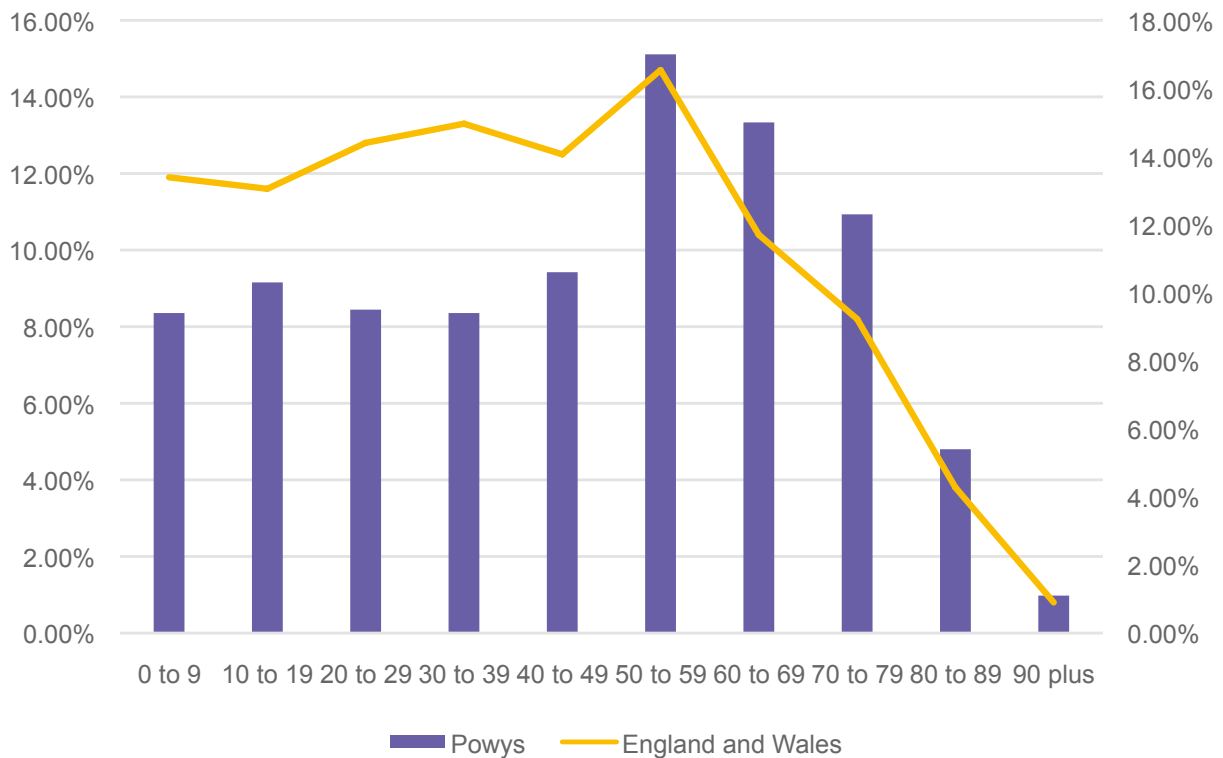
The community profile demonstrates that Shropshire has a larger demographic of people aged 50 years and over in comparison to the West Midlands and England population. Telford and Wrekin demonstrates a larger demographic in 5 to 14 year olds compared to the national population.



# Community Age Profile of Powys

Data from the 2011 Census reflects a higher population of residents aged 65 years and over in Powys (**22.75%**) and Shropshire (**20.7%**) compared to Telford and Wrekin (**14.5%**) and the national average (**14.9%**).

Population Age Profile of Powys Residents



# Inpatient Admissions by Age

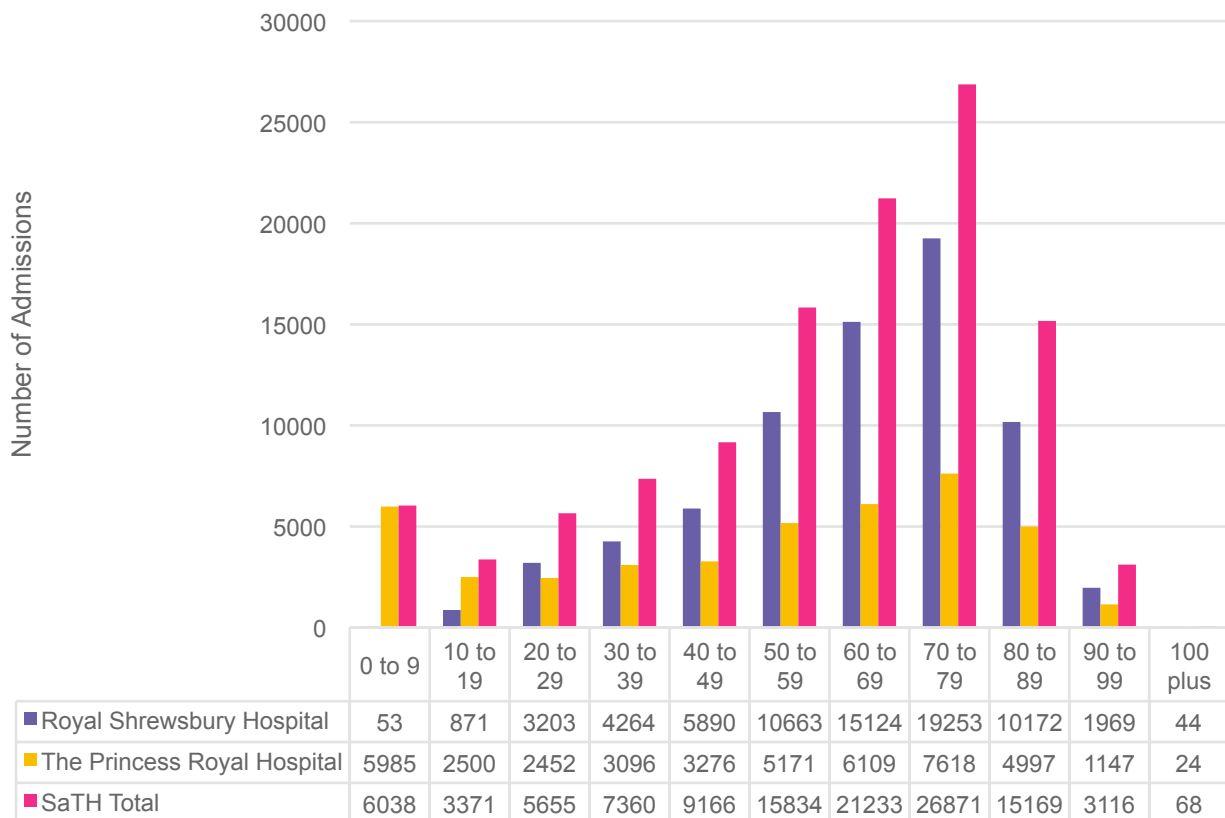
The highest inpatient admission group by age across the Trust was the 70 to 79 year age group.

Admissions to RSH reflects the community profile with a higher number of residents aged 50 and over, indicative of the ageing population.

The admission profile by age for 2021 is reflective of 2020 and 2019 themes.

There are a large number of admissions at PRH for children and young people, reflecting the location of the service.

Inpatient Admission by Age 2021



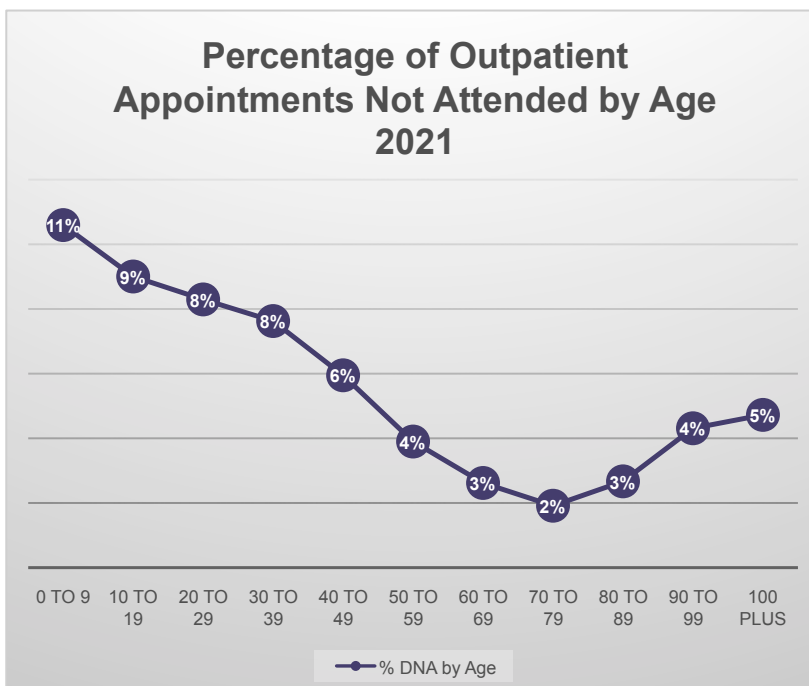
# Outpatient Appointments Not Attended by Age

Of the total outpatient appointments scheduled across the Trust during 2021, a greater number of appointments were booked for people aged 70 to 79 years (121,309) and 60 to 69 years (102,251).

The largest number of unattended outpatient appointments is by those aged 30 to 39 (3,493) and 50 to 59 years (3,475).

A higher percentage of appointments were unattended at PRH (5.27%) compared to RSH (3.77%).

When comparing the likelihood of each age group not attending outpatient appointments, those aged 70 to 79 years are most likely to attend and those aged 0 to 9 years are most likely not to attend, with 11% of appointments being missed against a Trust average of 4%. These findings are indicative of previous years data.

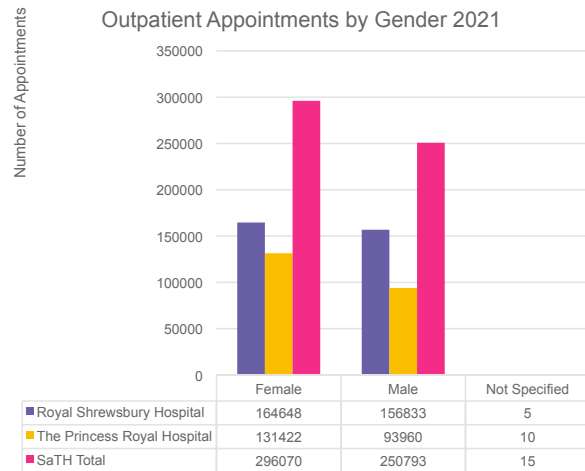
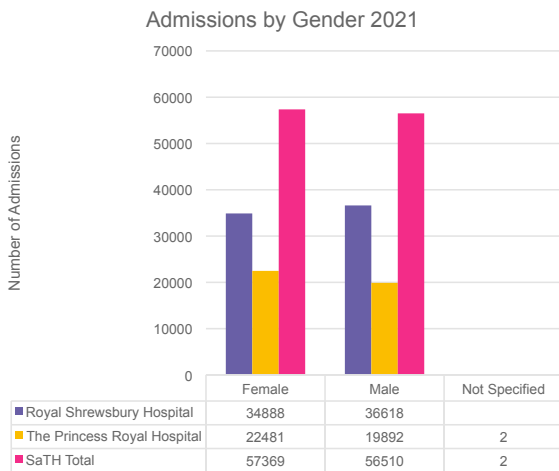




# Patient Profile by Gender

There are more admissions and outpatient appointments for female patients at PRH, reflecting the location of the Women and Children’s Centre.

Across the Trust there are slightly more admissions and outpatients appointments for female patients in comparison to male patients, representative of the community demographic profile.

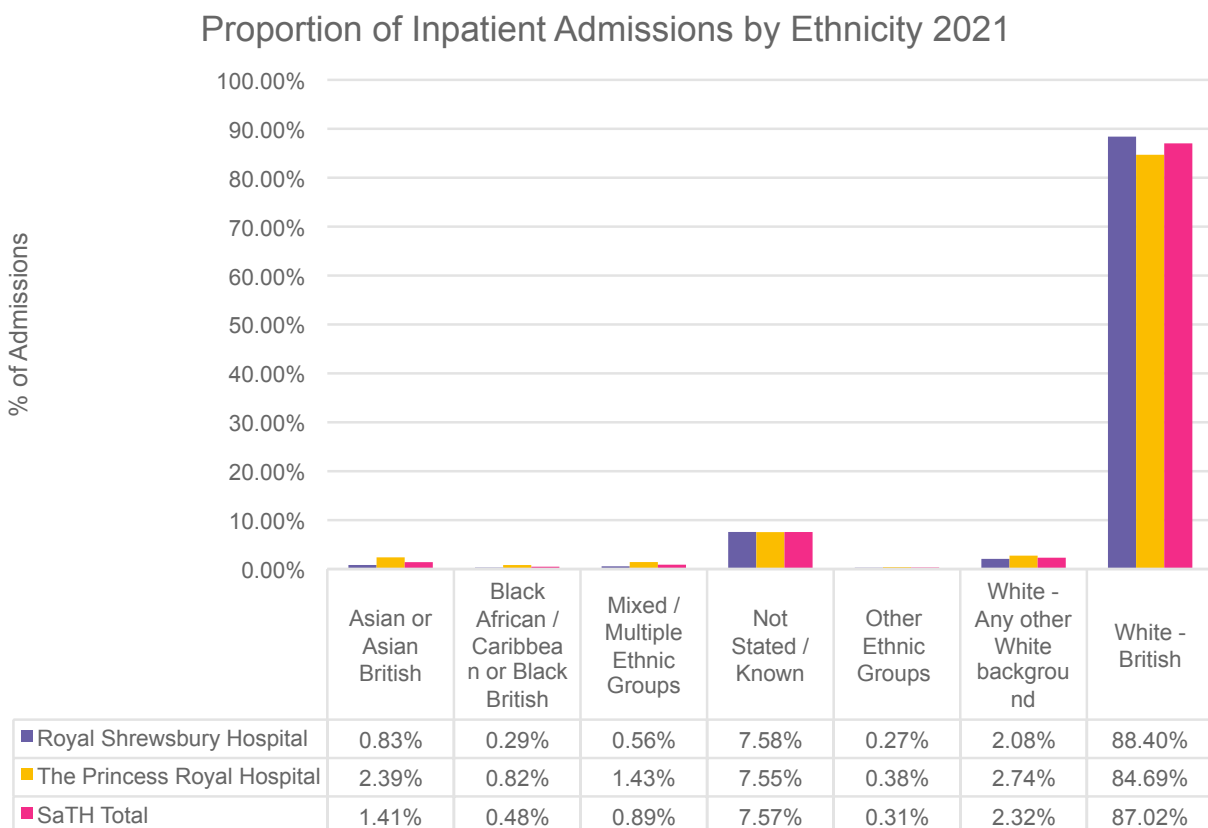


# Patient Profile by Ethnicity

In England and Wales, 80.5% of the population identify as white British. The percentage of people identifying as white British in Telford and Wrekin (89.5%), Shropshire (95.4%) and Powys (98.4%) is considerably higher than the regional and national demographic.

The majority of people admitted to the Trust identify as white British (87.02%), with a slightly higher number of people at RSH (88.40%) compared to PRH (84.69%), reflective of the community profile .

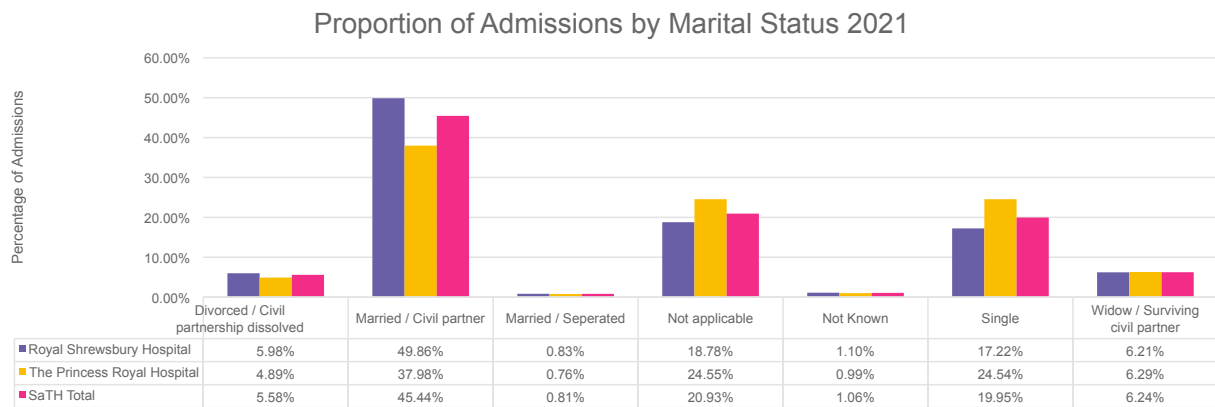
The ethnicity demographic of inpatients in 2021 remains comparable to 2020, however the percentage of entries recorded as not stated / unknown has increased across the Trust from 4.95% (2020) to 7.57% (2021).



# Patient Profile by Marital Status

The percentage of people being admitted to the Trust identifying as single has reduced from 24.59% (2020) to 19.95% in 2021, however this is higher at the Princess Royal Hospital in comparison to the Royal Shrewsbury Hospital.

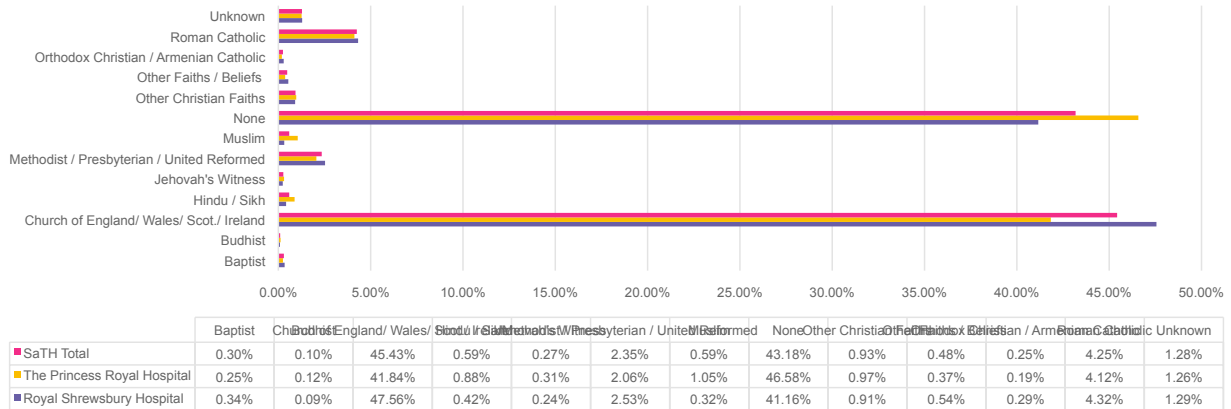
The percentage of people recorded as not known has reduced from 13.35% (2020) to 1.06% (2021). The percentage of people recorded as not applicable has increased from 2021 (2.76%) to 20.93% (2021) with the percentage higher at the Princess Royal Hospital, reflective of the location of children and young people’s services.



# Patient Profile by Faith / Belief

The faith and belief of people being admitted to the Trust is comparable with the previous year, with the exception of the percentage of patients recorded as not known / given which has reduced from 27.63% in 2020 to 1.28% in 2021. This has correlated with an increase in the percentage of patients recorded as having no faith or belief which has increased from 14.55% (2020) to 43.18% (2021). This is higher than the community profile of people identifying as having no faith or belief across Telford and Wrekin (27.4%), Shropshire (22.8%) and Powys (27.9%).

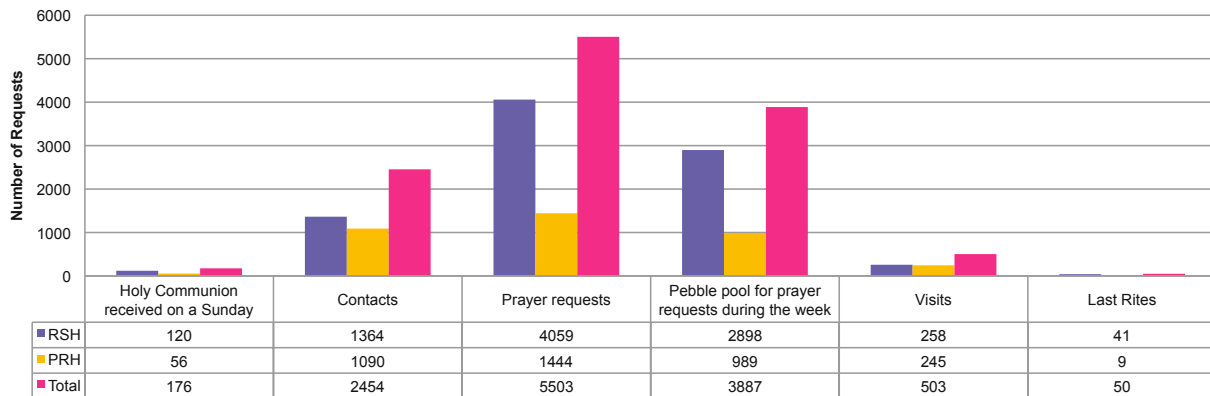
Proportion of Inpatient Admission by Faith / Belief 2021



# Chaplaincy Services

The number of prayer requests in 2021 (5503) is slightly less than 2020 (5830), similarly the pebble pool requests have reduced in 2021 (3887) from 2020 (4180). The reduction may be reflective of less visitors accessing the Trust and the impact of COVID-19. A further impact may be the reduction in the Chaplaincy Team during this time, however a significant amount of activity has been sustained despite this challenge.

**Chaplaincy Services 2021**



# Access to Interpretation and Translation

# Interpreter and Translation Requests by Language

Akan	Dari	Italian	Pidgin	Sylheti
Albanian	Farsi	Japanese	Polish	Tamil
Amharic	Filipino	Kurdish	Portuguese	Thai
Arabic	French	Latvian	Punjabi	Turkish
Bengali	German	Lithuanian	Pushto	Turkish
British Sign Language	Greek	Malayalam	Romanian	Twí
Bulgarian	Gujarati	Mandarin	Russian	Ukrainian
Burmese	Hausa	Mirpuri	Serbian	Urdu
Cantonese	Hindi	Nepalese	Slovak	Vietnamese
Czech	Hungarian	Pahari	Spanish	Yoruba

There were 13 occasions (0.3%) when an interpreter could not be provided and 5 occasions (0.11%) when an interpreter had been arranged and the patient did not attend for their appointment.

Request	% of Requests Met
Written Translation	100%
Telephone Interpreter	100%
Face to Face Interpreter	99.7%

# Complaints Data

Assistance can be provided to any person wishing to raise a concern or complaint, who has a sensory impairment, learning disability, or requires interpreter services as English is not their first language.

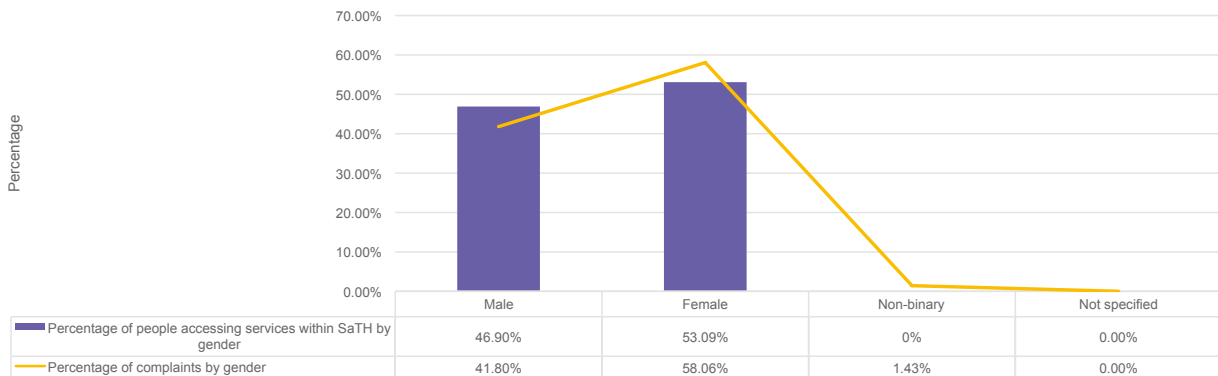
Any person who raises a concern or complaint will be treated with respect and will not be discriminated against whilst in our care or following discharge.



# Complaint by Gender

More complaints were received by people associating as female (407) than male (293), reflecting that 0.095% of female patients accessing services across the Trust made a complaint, compared to 0.08% of male patients. 1 complainant identified as non-binary.

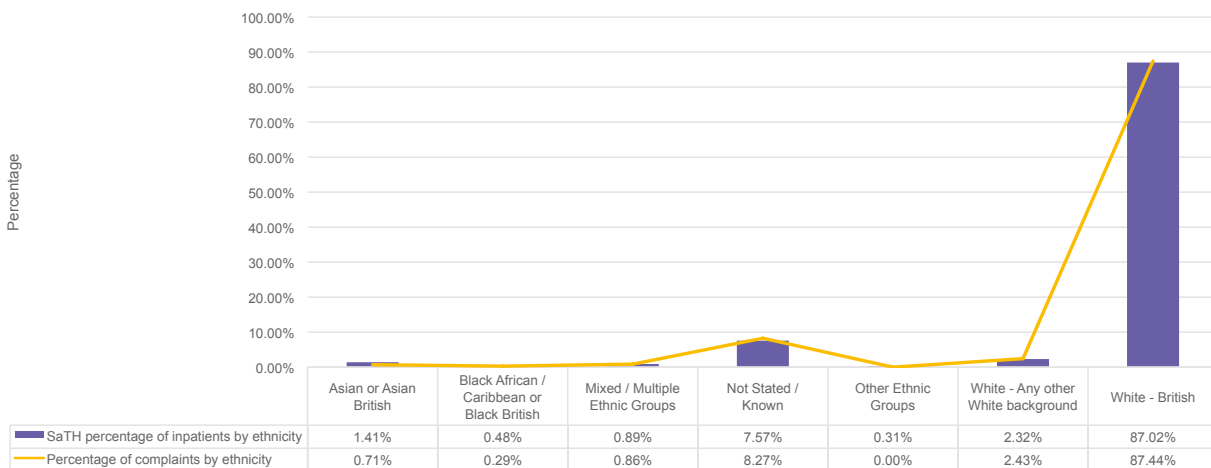
Percentage of Complaints Compared to the Percentage of People Accessing Services by Gender 2021



# Complaint by Ethnicity

The patient demographic incorporates patients admitted to the Trust in comparison to complaints received by ethnicity. The percentage of complaints by ethnicity is directly comparable to the percentage of patients admitted.

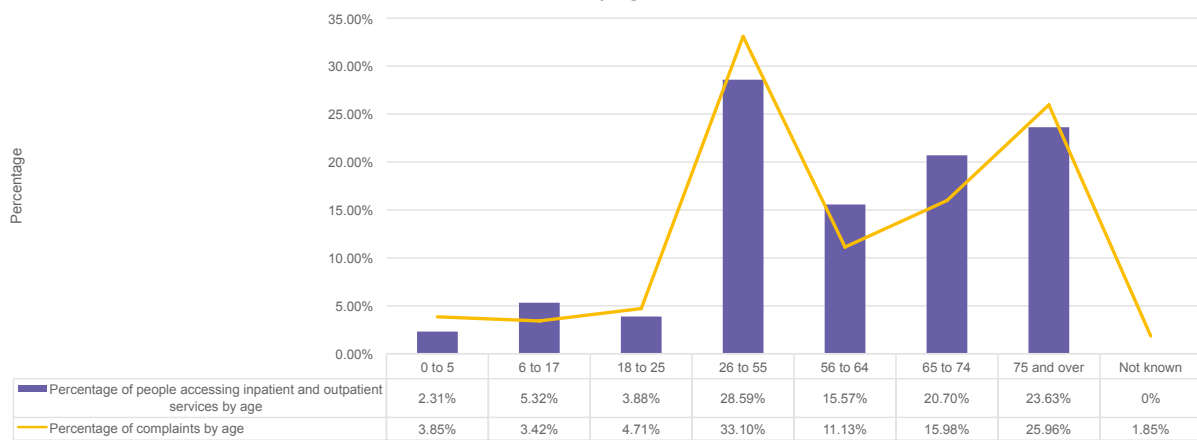
Percentage of Complaints Compared to Percentage of Patient Admissions by Ethnicity 2021



# Complaint by Age

People aged 26 to 55 years are more likely to make a complaint, when accessing inpatient or outpatient services within the Trust, with people aged 56 to 64 years less likely to make a complaint regarding the care or experience they received.

Percentage of Complaints Compared to Percentage of People Accessing Inpatient and Outpatient Services by Age 2021



# Complaint by Disability

Number of Complaints by People Identifying as Having a Disability 2021

