

Equality and Diversity



Workforce Annual
Report
April 2016 to March 2017

Providing
the **Best**
Possible
Care

Equality and Diversity

Workforce Annual Report

April 2016 to March 2017



Our Vision and Values

Our vision is: To provide the best possible care for our patients

Our Values are:

- We put patient safety above all else
- We aspire to excellence
- We reflect, we learn, we improve
- We respect & support each other

Contents

Executive Summary

7

Introduction

8

Our Population

9

Our People

10

– interesting articles

12

Executive Summary

The Equality and Diversity Annual Report for 2016/2017 reviews the work Northampton General Hospital (NGH) has made to promote equality and celebrate diversity within its workforce during April 2016 to March 2017.

During the period that this report covers we reviewed our Workforce Equality and Diversity Strategy and updated our Equality Objectives/4 Year Plan along with comparing our Workforce Race Equality Standards data against our data from 2015.

In April 2016 we launched our Health and Wellbeing Strategy and in February 2017 the Trust signed the Time to Talk employer pledge, whereby the Trust committed to change how it thinks and acts about mental health problems at work. We continued to focus on the recruitment of nurses including many from overseas and to recruit and engage apprentices in a variety of different roles across the organisation. The Trust was also certificated as a Disability Confident Employer, which replaced the Two Ticks Scheme.

The 2016 National Staff Survey results showed no change in the elements of the survey that relate to equality and diversity, but we are mindful that we need to continue to work hard to ensure further improvements are made. Our updated Equality Objectives/4 Year Plan will support this work.



A handwritten signature in black ink, appearing to read 'Sonia Swart'.

Dr Sonia Swart
Chief Executive



A handwritten signature in black ink, appearing to read 'P. Farenden'.

Paul Farenden
Chairman

Introduction

Northampton General Hospital believes that Equality and Diversity is central to what we do. Equality is about creating a fairer society where everyone has the opportunity to fulfil their potential.

We aim to support our staff in a responsive and appropriate way to meet the diverse needs of the different groups and individuals we employ, because well supported staff can deliver better care for our patients. Our staff are our greatest resource and we work to actively promote a culture that encourages their richly diverse talents to lead services that deliver inclusive care.

To achieve this aim we want to ensure that our staff are not subject to any form of discrimination or unequal treatment. All staff can expect to be treated with equal respect and dignity regardless of their background or circumstances. Dignity and respect are at the foundation of the work we do at the Trust.

It is important to us that we do not discriminate unlawfully in the way we recruit, train and support our staff. The Trust does not tolerate any forms of unlawful or unfair discrimination. In addition it recognises that all people have rights and entitlements by law.

Further information regarding Equality and Diversity can be found on our website at

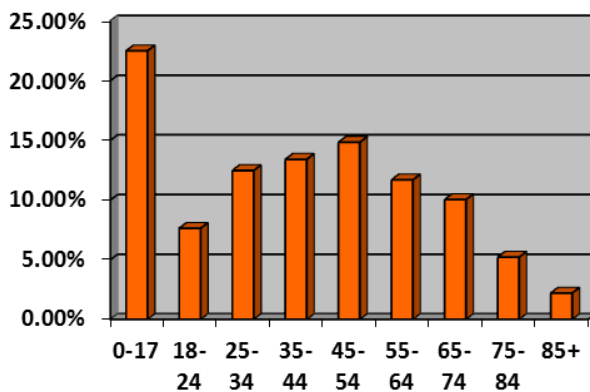
<http://www.northamptongeneral.nhs.uk/About/Policies-Reports-and-strategies/Equality-and-diversity-information/Equality-Diversity-Human-Rights.aspx>



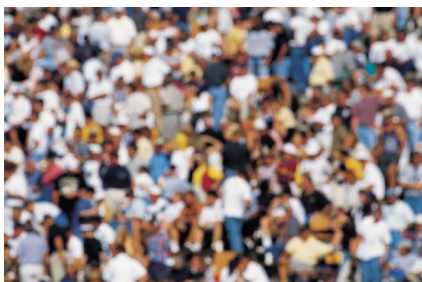
Our Population

We provide general acute services for a population of 380,000 and hyper-acute stroke, vascular and renal services to 692,000 people living throughout the whole of Northamptonshire. The Trust is also an accredited cancer centre, providing services to a wider population of 880,000 who live in Northamptonshire and parts of Buckinghamshire. For one highly specialist urological treatment we serve an even wider catchment.

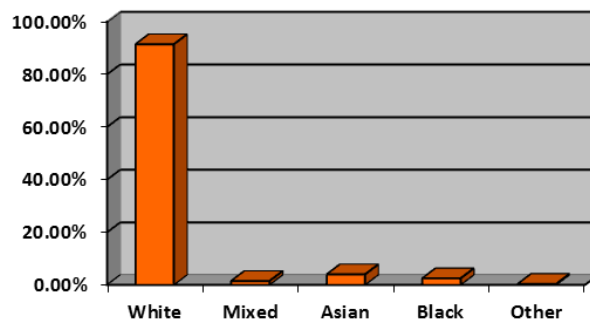
Our principal activity is the provision of free healthcare to eligible patients. We provide a full range of outpatients, diagnostics, inpatient and day case elective and emergency care and also a growing range of specialist treatments that distinguishes our services from many district general hospitals.



Local Population by age

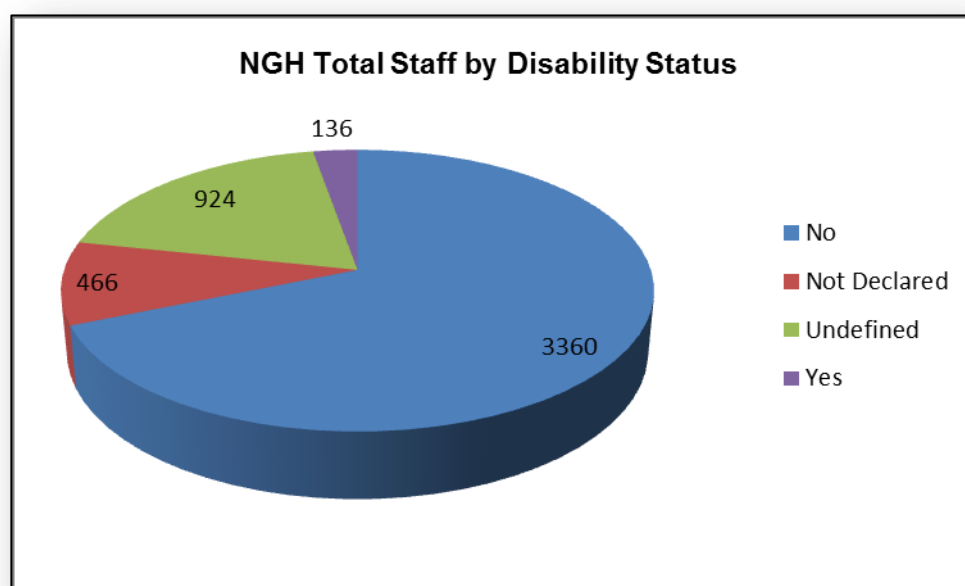
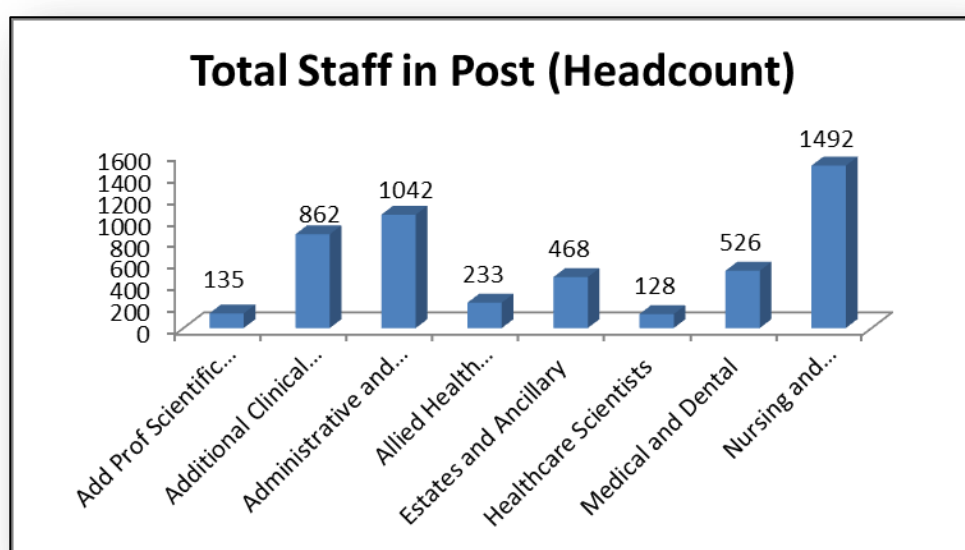


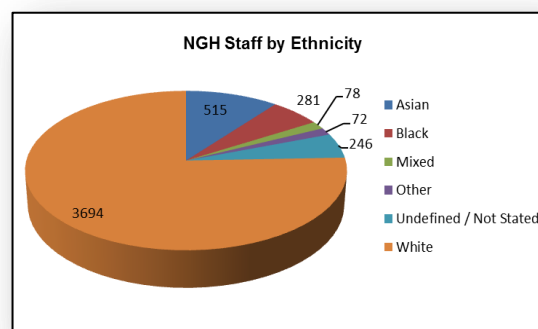
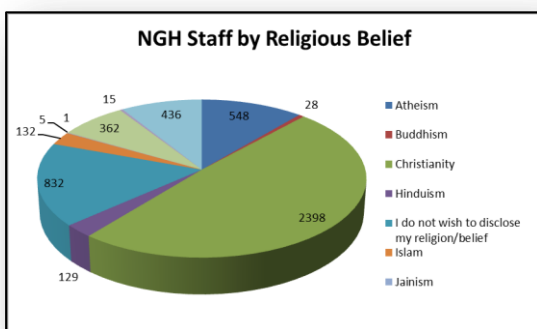
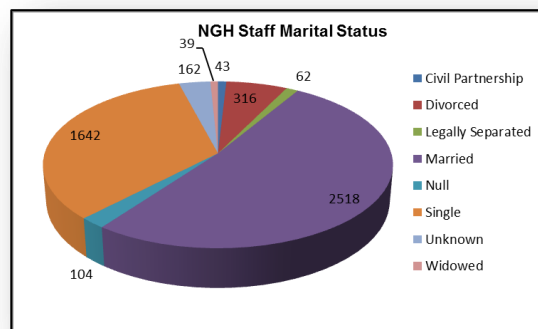
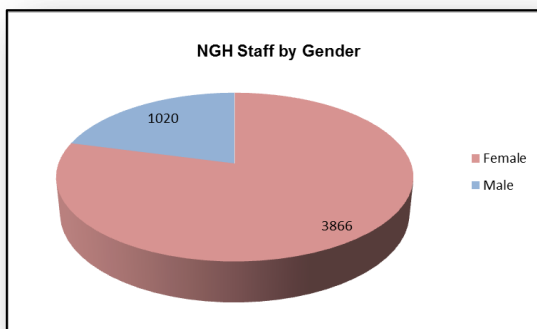
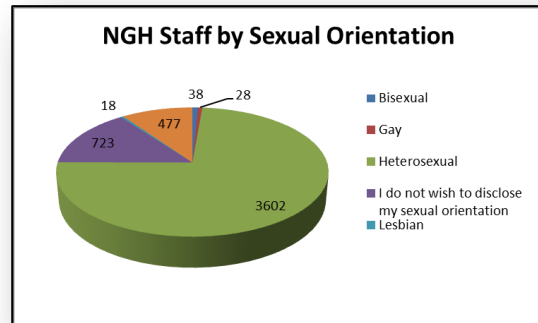
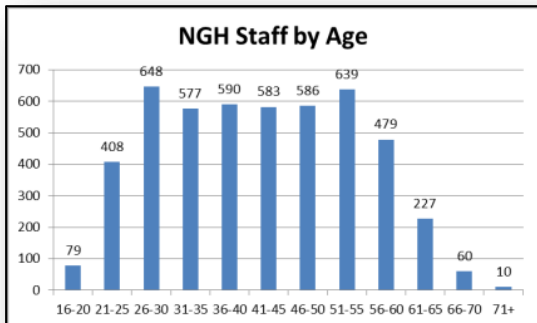
Local Population by ethnicity



Our People

The Trust employs 4250.94 whole time equivalent (wte) members of staff, a headcount of 4886 people, (as at 31 March 2017).





Our People

interesting articles

The 16–20 May 2016 was the fifth NHS Equality, Diversity and Human Rights Week (#EQW2016).

Co-ordinated by NHS Employers it is a national platform for NHS organisations to work to create a fairer, more inclusive NHS for patients and staff.

The theme for 2016 was ‘*Making change happen*’ and the focus for the week, and beyond, was on how health and social care organisations have used the Equality Delivery System (EDS2) and the Workforce Race Equality Standard (WRES) to support change within their workplaces.

We asked our staff to take the opportunity during the Equality, Diversity and Human Rights Week to ask themselves the following question, “How can I make change happen here at NGH?”

The Trust takes equality, diversity and human rights seriously and has an Equality & Diversity Staff Group that meets quarterly. You will also find on our external website lots of information about equality and diversity including our EDS2 self-assessment, our WRES data and our annual reports.

Staff could also get involved with Equality, Diversity and Human Rights Week by joining the conversation on twitter and Facebook and by **Living Our Values Everyday**, especially “*We respect and support each other.*”

Equality, Diversity
& Human Rights
Week 2016
16-20 May



Support for Staff becoming a Parent

During 2016/2017 the Trust has continued to provide support for staff becoming a parent to ensure that they are aware of their rights and entitlements. In addition to the Trust's Maternity, Paternity, Adoption and Shared Parental Leave Procedure we have a dedicated member of staff who can provide support and advice to individuals who are applying for these types of leave and their managers.

A regular schedule of workshops are run for staff who are pregnant to provide additional support and information. For other parenting leave such as adoption or shared parental leave individuals are seen on a one to one basis.

During the 12 month period that this report covers:

- 172 members of staff commenced maternity leave
- 41 members of staff commenced paternity leave
- 1 member of staff commenced adoption leave
- 2 members of staff commenced shared parental leave.

The Trust also organised some training for managers in the autumn of 2016 to ensure that they were fully up-to-date with the rules, regulations and entitlements so that they too could better support their staff in relation to parenting leave. Twenty -five managers attended the sessions in addition to the 30 that attended in early 2016.



Equality Analysis

The Trust continues to undertake Equality Analyses to ensure that its services, plans, policies and procedures, continue to meet our public sector duties and give 'due regard' to ensure that everyone who works at the Trust or uses its services are treated fairly, equally and free from discrimination.

During the period April 2016 – March 2017 97 Equality Analyses were completed.



Workforce Race Equality Standard (WRES)

Following the decision, in 2014, by NHS England to introduce a National Workforce Race Equality Standard the Trust produced baseline data for each of the 9 indicators in April 2015 and these were published on the Trust's website.

The Trust repeated the exercise in 2016 and compared these results to those of 2015 to establish if there have been improvements in the experiences or the treatment of White staff and BME staff. Due to a change in two of the indicators in 2016 (1 and 9) no direct comparison could be made with the 2015 results, but of the remaining 7 that could be compared there were 6 improvements and one deterioration.

It is intended to roll out equality training to managers during the next 12 months and work has commenced on strengthening the information and support available in relation to bullying and harassment across the organisation.

Our WRES Data Reports can be found our Trust website



Staff Survey 2016 Equality & Diversity Results

The 2016 annual National NHS Staff Survey took place during September to December 2016 and 1624 members of staff returned the survey. Of the 32 key findings there were improvement in 11, no deteriorations and 21 stayed the same. Within the 32 key findings, there were 12 results (including overall staff engagement) that show statistically significant improvement. These results support the continued positive trend of improvement at the Trust over the last 4 years.

The demographics of the staff that responded when compared to the Trust profile were broadly similar with the exception of disabled staff where 15% of the respondents identified they were disabled compared to the 4% of the Trusts workforce.

Within the Staff Survey there are two specific key findings about equality and diversity. The first key finding is in relation to the percentage of staff experiencing discrimination at work in the last 12 months and this result has not changed since the 2015 results and the Trust was ranked as average when compared to other acute trusts.

There has also been no change in relation to the second key finding which reports the percentage of staff who believe that the organisation provides equal opportunities for career progression and/or promotion and the Trust remains ranked as below average when compared to other acute trusts.

Overall the survey shows a lot of improvement, however it highlights some areas of concern and the Trust continues to work to improve the results, through the work of our Organisational Development Team and the Improving Quality and Efficiency Team and we hope that the results of the 2017 staff survey will reflect the work that is being undertaken in this area over the coming year.

Workforce Equality and Diversity Strategy 2016 – 2019

In 2016 the Trust refreshed and reviewed the Strategy, which details how the Trust will:

- Eliminate discrimination
- Advance equality, and
- Foster good relations between people who share certain characteristics and those who do not.

It builds on the work already done and progress made on equality, diversity and human rights over the years and sets out our co-ordinated and integrated approach. The Trust Board receives regular feedback on the implementation and promotion of this Strategy and we evaluate progress to ensure we are striving towards what we set out to achieve.

We also reviewed and updated our Equality Objectives/Four Year Plan at the same time. The two main objectives link to the Equality Delivery System (ED2) outcomes relating to the workforce:

1. A representative and supported workforce –

“We will improve our staff satisfaction rates as reported in the annual staff survey. We will make year on year improvements on our staff survey results, aiming to achieve top 20% of acute Trusts for staff engagement. We will improve the experiences and treatment between White staff and BME staff at the Trust by progressing the Workforce Race Equality Standard (WRES) and monitoring outcomes.”

2. Inclusive leadership -

“We will improve our leadership and management capability.”

The key actions for each objective link to the Workforce Race Equality Standard (WRES), health and wellbeing, staff survey results, divisional objectives and the leadership and management development programme.

Underpinning the strategy and the objectives are a number of Trust policies and procedures that support the day to day work of the Trust and some of these have specific connections to the Equality Act 2010, namely:

- Bullying, Harassment & Victimisation
- Employment of Staff with a Disability
- Flexible Working
- Management of Sickness Absence
- Maternity, Adoption, Paternity and Shared Parental Leave
- Recruitment, Selection & Retention.

All our Human Resources procedural documents advise that our policies and procedures will be applied fairly and consistently to all employees regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, whether working full or part-time or whether employed under a permanent, temporary or fixed-term contract.

Equality & Diversity Group – Staff

The Trust has an Equality and Diversity Staff Group (EDSG) that meets on a quarterly basis. The purpose of the group is to champion and steer the work of Northampton General Hospital so that the Trust is in full and positive compliance of equality and human rights legislation, regulations and codes of practice including NHS and Department of Health standards.

The aim of the group is twofold, to lead, advise and inform on all aspects of policy making, and employment including various engagements related to equality and inclusion legislation and policy direction. In addition, the EDSG aim is to lead and monitor progress on the development of the Equality Objectives/Four Year Plan required in accordance with the NHS Equality Delivery System (EDS2).

Furthermore the EDSG has regard for the relevant competencies within the Competency Framework for Equality and Diversity Leadership. These are as follows:

- Operate from a Human Rights, equality and inclusion context
- Build capacity to respond to diverse and changing community needs
- Communicate a compelling business case for equality and human rights and influence strategically
- Influence and lead change to improve equality outcomes.

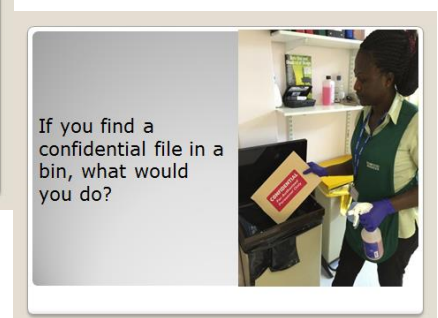
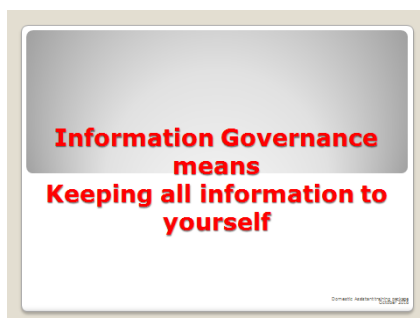


Bespoke Training for our Domestic Staff

Within our Domestic Team there are some staff that have a learning disability or for whom English is not their first language and as a result they become apprehensive before undertaking some training as they worry they may have to read or write, if there is a workbook or assessment involved.

The Information Governance training, which covers data protection and confidentiality, is mandatory for all staff and was one of the sessions in particular that this group of staff were concerned about as they often found the subject complex and confusing.

During the summer and autumn of 2016 our Domestic Team and the Information Governance Team worked closely together to produce a bespoke training session for this group of staff that was more accessible and simple to understand. To make it relevant to their area of work the presentation included staff from the Domestic Team in various scenarios



All the staff that have attended this revised session have enjoyed it and come away with a greater understanding of the importance of Information Governance.

“Attending this training session was easier to understand and I could express my feelings and my opinion. Completing workbooks takes me lots of time because English is not my first language. I need to concentrate on every word to understand, sometimes I need to read many times before I will be able to answer questions in the test.”

“I understood more from this training session than from workbook, I found this easier because this was well explained to me. It was nice that there was only us in the room and I am happy to ask questions if I did not understand. I was very happy that I answered a question right.”

We are now looking at other mandatory training that can be tailored to support the learning and needs of this group of staff.

Disability Confident Scheme Certification

This year Trust was pleased to be certified as a Disability Confident Employer (formally Positive about Disabled People 'Two Ticks' Scheme) and as a result of this the Trust commits to:

- Get the right people for our organisation - which includes providing fully inclusive and accessible recruitment processes, offering interviews to disabled people who meet the minimum criteria for the job and making reasonable adjustments as required.
- Keep and develop our staff - which includes supporting our staff to manage their disabilities or health conditions.



Health and Wellbeing for Staff

In April 2016 we launched our Health and Wellbeing Strategy with the vision of becoming a health promoting Trust that makes an active contribution to promoting and improving the wider health and wellbeing of our staff, our patients and those with whom we come into contact. Our strategic priority for our workforce is to establish the Trust as a health and wellbeing campus and support our staff to maintain and improve their health and wellbeing. Some of the things that we have introduced, since the launch include:

- Health checks for the Over 40's
- Under 500 calorie meals in our main restaurant
- Subsidised on-site gym facility
- Nutrition and Fitness Programme
- On site Weight Watchers Group
- Mental health support
- Mindfulness, stress and sleep management courses
- Lunchtime dancing sessions
- NGH Choir
- Promoting Dry January
- Ladies netball sessions.



Time to Talk

On 3rd February 2017 Northampton General Hospital signed the Time to Change employer pledge, which is a commitment by the Trust to change how we think and act about mental health problems at every level of our organisation.

One in four people will experience a mental health problem and nine in ten say they have faced negative treatment from others as a result. By choosing to be open about mental health, everyone at the Trust is part of a movement that is changing the conversation around mental health and ensuring that anyone experiencing a mental health problem feels supported.

As part of the Trust's ongoing commitment to this we supported Time to Talk Day, on 2 February 2017, by holding an event at the Trust for staff come and find out about how they could access support for themselves, a colleague, a friend or family member. In addition we encouraged our staff to have a conversation about mental health to help break the silence, even if it was only to ask someone how they were doing or sharing ways to relax after a stressful day. It is important for the Trust that everyone who works here feels they can be open about their mental health, and ask for support if they need it.



Support for our Retiring Staff

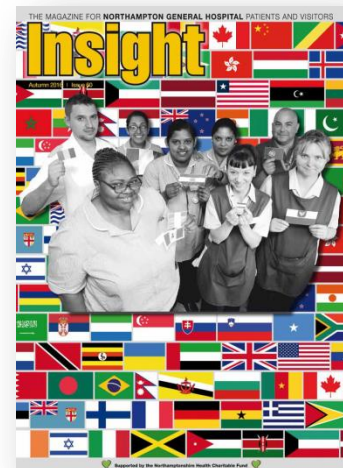
Each year the Trust runs pre-retirement seminars for staff that are looking to retire within one to four years' time. The seminars help staff to prepare and plan for their retirement and covers aims and concerns, financial matters, inflation, taxation, investments, wills and equity release.

Approximately 15% of the Trust's workforce is over the age of 55, so these seminars prove useful for many of our staff.

Staff Diversity

During the year, following a recent knee replacement at Northampton General Hospital, one of our patients wrote to the Chronicle and Echo newspaper to praise what he called *"the wonderful rainbow nation of doctors and nurses and ancillary staff"* that looked after him. John Wright said: *"I had doctors treat me from England, Asia, Japan and the Lebanon; nurses from Nigeria, Romania, Zimbabwe, Poland and even old England too; all kind and professional and happy to share a joke, a great help!"*

This prompted us to celebrate just how diverse our workforce is, in the autumn edition of the Trust's patient magazine Insight, as detailed overleaf.



Staff from 91 Countries brings Cultural Diversity Awareness to NGH

Just over a quarter of our staff were born outside the UK, and we are proud of the fantastic contribution they make to the hospital, whether as doctors, nurses or in a support role. So much so that we checked to see just how many different countries of the world our staff were born in... and it's 91! We have members of staff born in 90 countries other than the UK, ranging alphabetically from Afghanistan to Zimbabwe, from climates as diverse as Iceland and the Congo, and from as far away as New Zealand.

The top ten of countries in which most of our staff were born (excluding the UK) are India (203 staff), Romania (74), Zimbabwe (62), Poland (58), Ghana (39), Ireland (38), Nigeria (36), Spain (36), Philippines (35) and Pakistan (29). The flags of all 91 countries are on our special wraparound cover.

We picked a ward at random, Allebone ward (which is now our stroke unit) and went along to invite some of our staff born overseas to take part in a photocall. On just one shift we found all these lovely people...

Josephine Gbadamosi from Nigeria told us she had been in the UK since 2002, in the NHS since 2003 working initially in London, and came to NGH 11 years ago. She said: *"I've worked on a number of the hospital's wards since then including Eleanor, Victoria, Finedon and Althorp, before being transferred to Allebone when it became the stroke unit earlier this year. I enjoy it here, and we treat people from all nations here too."*

Neena Quim has lived in England since she was 15 and did all her studying here. Although her parents have now moved back to France, Neena has worked in a nursing home for ten years and has been at NGH for six months. *"It's really good actually, you learn so much with all the training and support"* she said. *"When I first came to England at 15 I didn't understand why the doctors wouldn't give you antibiotics when you had a cold. Now I understand that doctors in France were dispensing them for no reason – but they've stopped now!"*

Gabriel-Andrei Motoca was a volunteer in an emergency department in Romania before he came to NGH around a year ago. Working first on Benham ward and now on Allebone he wants to specialise in the care of stroke patients. He said: *“Staff here are from all different countries but we all understand and support each other when we need to. Also sometimes outside work we call each other about places to go.”*

Daly Arivalkudy-Kumaran first worked in the UK in London in 2010. She went back to India, then returned to England and has been at NGH since April this year. “I am very happy, I really enjoy this job,” she said. *“In India I worked on a general ward for seven days a week with no time for family – but here there’s time for study and the opportunity to learn new things. At first I was scared to learn I would be working on a stroke ward, but Allebone is very good and everybody is supporting me.”*

Smitha Jijo is also from India, and has been in England since 2008. Having worked in a nursing home in London she got married and came to live in Northampton, where some members of their family lived, and has been at NGH for just over a year. She said: *“I feel very confident and supported although there’s lots to learn. All the people are very nice, with a good team and good ward managers. It’s my favourite place.”*

Emanuel Dias from Portugal has been with NGH for five years, having started as a healthcare assistant. Now he’s a therapy technical instructor, helping occupational therapists with assessments of patients, and physiotherapists in their physio work with stroke patients. He said: *“After a stroke it’s a process of re-learning how to live again, and it affects each patient differently. It’s challenging work but I enjoy it and I love this hospital and the team. I have experience in other areas but stroke patients for me are special. You have to be very caring, be patient, and love what you do. I plan to be here for a while, if they let me!”*

Esther Jatt came to the UK from the Netherlands five years ago and started at the hospital as a domestic assistant six months ago, ensuring that the ward’s bays, toilets, dispensers and so on are all spotlessly clean. *“Here you get to build relationships with people from different countries, which I think is really great and I’m very comfortable with that. Sometimes when staff are very busy I might also get someone a drink and I enjoy talking to the patients. I really like working in the hospital and I’d like to stay here.”*

NGH with the RCM at London Pride 2016

Our Infant Feeding Co-ordinator Kate Bates took part in London Pride this year. Kate (pictured second left in the front row) and members of her family marched with the Royal College of Midwives to celebrate and support LGBT midwives, maternity support workers, student midwives and their families.



Religious Festivals and Holy Days

As one of the largest employers in Northampton our staff have many different religious beliefs, some of which have specific festival periods or Holy Days throughout the year.

Although there is no right that guarantees staff time off to attend religious services, we do recognise that it is good practice for the Trust to accommodate requests where possible. To support with this we have been making our managers aware of key dates for religious observance and providing them with information to help them better understand the needs of our staff in relation to their religion or beliefs.

Northampton General Hospital

Our Contact Details are:

- Cliftonville, Northampton, NN1 5BD
- 01604 634700
- www.ngh.nhs.uk
- Find us on facebook
- Follow us on twitter @ngnhstrust