

TRUST BOARD

Title:	KEY MATTERS AND ESCALATIONS REPORT
Name of Committee:	PEOPLE PARTICIPATION & EQUALITIES COMMITTEE (PPEC)
Committee Chair:	Fazilet Hadi
Meeting Date:	22 August 2024

Summary of key messages:

Reports/ presentation(s):

Development Session

A development session was held prior to the People Participation and Equalities Committee, where a review of the past year of activity was undertaken. The discussions have been noted separately and any actions incorporated into the PPEC Terms of Reference/ business cycle as required.

Inclusion Plan

The Inclusion Plan will be discussed at the next Committee in December, as further feedback is still be received in relation to potential content. Conversations have been happening with Wider Executive, and the Co-Production Leads will be working with patients/ carers to understand what 'inclusion' means to them. The plan will be developed within a timescale that ensures it has been co-produced, and that the outcomes are meaningful.

The Committee had a discussion in relation to what inclusion meant for the individual members, the outputs of which will be fed into the workstream.

It was noted that the document will be a plan on a page, not a full strategy, so its accessible for all.

Assurance N/A

Demographic Information of Service User's Providing Feedback

It was noted that demographic data questions have been on the Friends and family Test (FFT) platform since 2023 and between April 2023 and June 2024 the Trust has received 13,431 pieces of information from that route (34% of those who complete FFT). Twelve months of data has been reviewed and 6 areas have been highlighted for further analysis (this is where people from these 6 groups have given the Trust a poor or very poor rating), they are:

- Those whose gender is not the same as at birth.
- Sikh.
- Lesbian.
- Non-binary.
- Those who prefer to self-identify gender.
- Those who are currently pregnant.

Following discussion, the Committee recommended that the Patient Experience team continue with the initiative to review demographic data and it supported the aim to explore the reasons behind why certain groups of people provide poorer FFT scores.

The report provided the Committee with the plan in relation to the deep dive(s) and next steps around data triangulation. The report recommendations were agreed in full.

Assurance N/A.

Regular Reports

Key Issues from the Trust Wide Working Together Group (TWWTG)

The Group approved the short and long terms plans to address health inequalities following the Denny Review (within Luton), with reporting on actions being received through the Trust Wide Working Together Group (TWWTG). It was noted that the Equality Impact Assessment (EIA) Standard Operating Procedure is being reviewed, alongside the EIA assessment tool, once complete it will come to PPEC for approval. The EIA has been updated in line with NHS England's revised assessment criteria.

It was highlighted that the Trust had seen an increase in Datix reporting in relation to interpretation and translation issues within Quarter 1. This increase is being closely monitored via the contract meetings and a piece of work is being planned to understand the impact on patients, carers and staff when there is a reduction in fulfilment rates.

Volunteering opportunities continue to grow, in Quarter 1, 40 volunteers contributed 650 hours to the Trust, which is an increase of 7 volunteers and 160 hours since the previous quarter. The team have also submitted information for the first mandated volunteer data collection, to NHS England.

Substantial Assurance.

Key Issues from The Diversity and Inclusion Group

It was noted that the organisation had undertaken approximately 40 conversations with culturally diverse colleagues as part of the career conversation workstream. This programme will continue to be rolled out and is available to all colleagues across the organisation. The Committee received an update on the violence prevention and reduction work, which is on-going, the oversight of this work sits with the Health and Safety Group.

An update in relation to the Anti-Racism Plan will be received in December 2024.

The Committee discussed the Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES) action plans for 2024/ 25, which were approved, the Committee also noted the updates against the 2023/ 24 plans.

Substantial Assurance.

For Noting

Patient Experience Annual Report, Including PHSO (Parliamentary & Health Service Ombudsman) Annual Report

This report was received for noting only, as it had been reviewed at the Quality Improvement and Safety Committee in July 2024.

Substantial Assurance.

Risks

- There were no emerging risks identified.
- There were no risks or issues reviewed, as there are none that currently meet the criteria, assigned to this Committee.

Key Matters and Escalations to the Board:

The Committee approved that WRES and WDES action plans for 2024/ 25.

Emerging Risks/Issues:

None.

Examples of Outstanding Practice or Innovation:

The reports contained several examples of good practice including:

- The initial review of demographic data from the FFT
- Positive increase in volunteer opportunities
- Career conversation work with colleagues from culturally diverse backgrounds

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Date:	11 September 2024