

# Pennine MSK Annual Equality, Diversity and Inclusion Report

## 2022-23



### 1. Executive Summary

Pennine MSK Partnership is committed to promoting equality and encouraging diversity to ensure that we provide an excellent service to our patients and remain a model employer. Equality and diversity can be defined as “promoting equality of opportunity for all, through diversity, giving each individual the chance to achieve their potential, free from prejudice and discrimination.

Equality means that we recognise that different people have different needs, which need all need to be accommodated to the same high standards. Diversity is about creating a culture and developing practices that recognise, respect and value differences for the benefit of the organisation and the individual.

The Equality Act 2010 (the Act) replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle

discrimination and inequality. The majority of the Act came into force on 1 October 2010. Pennine MSK has a commitment to adhere to the Equality Act and this is embedded in our mission statement.

Pennine MSK's mission statement is, 'We will keep the patient at the heart of everything that we do by providing outstanding care and support to every patient every time.' This mission statement holds all equality and diversity principles at its centre.

Our aim is to ensure that all of our services are accessible, appropriate and sensitive to the needs of the whole community and that we have a workforce representative at all levels of the population we serve, which is managed fairly and equitably. We are committed to eliminating discrimination and ensuring equality in care and continue to embed our equality and diversity values into our policies, procedures and everyday practice.

Pennine MSK are continually striving to improve patient care which involves tackling discrimination and inequality and keeping this in mind when improving processes and pathways for our patients.

We foster a culture of openness and transparency with our whole workforce and value every member of staff's contribution to deliver high quality care to our patients. We provide equality of opportunity in all aspects of our workforce practices including recruitment, access to training, supervision and support. Our staff survey conducted quarterly gives us valuable feedback from our workforce.

We use patient feedback from friends and family surveys to monitor who is accessing our service and collect views on patient experience which helps us to highlight what is working well and areas for improvement. We also monitor our workforce and our recruitment as we would like to work towards a goal of employing a workforce that represents the community that we serve. We have enhanced our Data collection each year and have continued to monitor protected characteristics and explain the importance of this Data collection to our staff.

We do this throughout the recruitment process and also at induction by recording information from our new employees.

Pennine MSK Partnership intends to embed its equality and diversity values into everyday practice, policies and procedures. It is also embedded in our training and development for staff and all staff undergo an equality and diversity mandatory training module annually. Pennine MSK continues to have the eight key principles at the heart of the company's plans for the future:

1. Patient Centred Care
2. Whole system approach - linking primary, hospital and social care
3. Partnership working
4. Patient and public involvement
5. Priority of investment in primary and community services
6. Equality of health and service provision
7. Valuing staff, people and patients
8. Building and enabling and creative culture across the organisation

In developing and implementing this Single Equality Scheme, Pennine MSK Partnership aims to:

- Be an organisation that harnesses the talents of all, by welcoming diversity and managing it in a truly effective manner.
- Be an organisation where all forms of harassment and discrimination are not tolerated and are actively eradicated.
- Demonstrate that equality of access is embedded in everything we do for users of our services.
- Be an organisation that promotes good relations between people of all groups and communities.
- Remove or minimise disadvantages suffered by people due to their protected characteristics.
- To take steps to meet the needs of people from protected groups where these are different from the needs of other people.
- Think about people's different needs and how they can be met

## **2. Equality Act (2010)**

We are bound by the Equality Act 2010 which sets out when it is unlawful to discriminate or harass a person and gives rights to our service users, carers and employees to raise

complaints regarding discrimination. The law protects people on the grounds of ‘protected characteristics’:

- Age
- Disability
- Gender identity and re-assignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race and ethnic origin
- Religion or belief
- Sex
- Sexual orientation

### **3. Equality Objectives for 2022**

**Our Equality objectives for the year were:**

**3.1 We will ensure that our patients receive the best care tailored to their individual needs as we want our patients to recommend us as a service that provides outstanding care across all our services.**

We are now collecting more EDI (Equality, Diversity & Inclusion) data more efficiently - sending the questionnaires electronically has not just saved admin time but has also increased the amount of data we are receiving. This should now allow us to monitor statistics and flex our service to meet our service users’ needs.

**3.2 To create an inclusive workplace culture, by celebrating and promoting the diversity of our workforce as we want the service to be recommended as a place to work.**

Our most recent staff survey results show that 91% of staff agree that the organisation respects individual differences (such as culture, working styles & background). We plan to continue to celebrate and promote the diversity within our workforce.

**3.3 Further develop the workplace to feel safe and open for all staff especially as the pandemic continues and guidelines continue to change.**

Although guidelines around COVID19 have been relaxed we continue to ask staff to test for COVID19 if they are symptomatic in order to keep our staff and patients safe.

### **3.4 Develop more patient feedback and involvement around equality issues as the COVID 19 guidelines continue to relax.**

We continue to gather patient feedback and have reintroduced face to face surveys. We plan to develop our patient engagement strategy in 2023/24 by improving accessibility to the both service and health care information and support.

### **3.5 To improve the recruitment, retention, progression, development and experience of the people employed by Pennine MSK to enable the organisation to become an inclusive employer of choice.**

Throughout this reporting period we have made 7 promotions within the service, we will continue to always share vacancies internally in the first instance to increase development and promotion within the team.

Our most recent Friends and Family staff survey show 95% of staff would recommend PMSKP to Friends and Family as a good place to work.

### **3.6 To reach out to our CCG colleagues and other providers in Oldham to see if we can learn from any best practice in increasing our Data capture.**

In January 23 we introduced text E&D Questionnaires to patients to increase data capture. We capture employee data upon recruitment and request updated information periodically to ensure records are correct and up to date. This allows us to tailor our service and reach out to underrepresented groups.

## **4 Equality Data Collection and Monitoring of our Workforce**

Staff E&D protected characteristics are held and recorded on a password protected spreadsheet and cross referenced with their next of kin record.

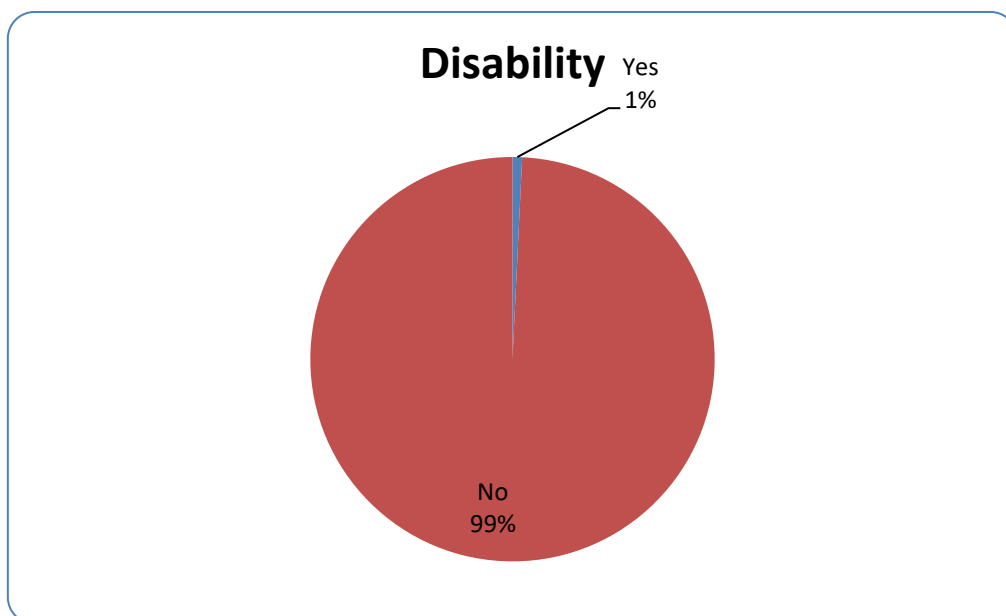
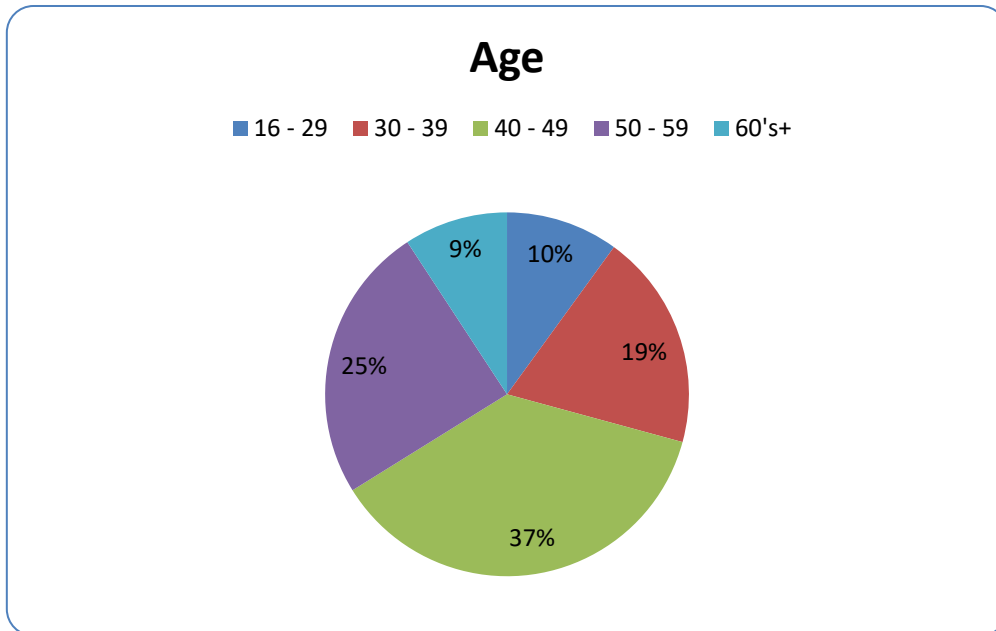
We are constantly asking staff for feedback on changes to the working environment via weekly operational updates and briefings.

### **4.1 Our Workforce**

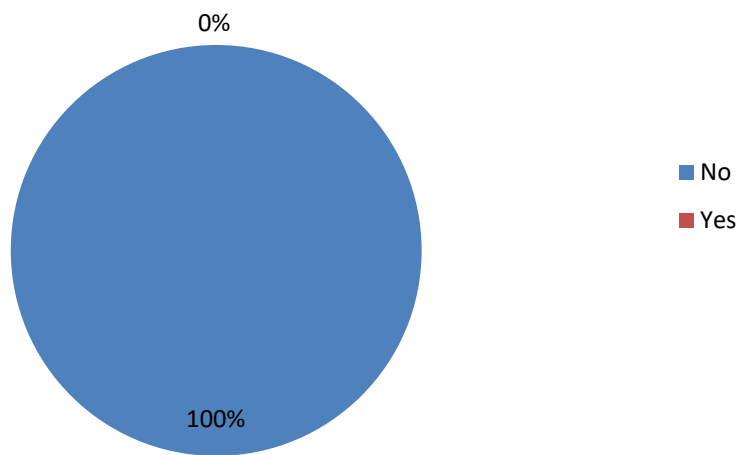
This report outlines the equality and diversity data of Pennine MSK Partnership. Data is from April 2022 to March 2023. The report includes equality data of the Board of Directors.

## Overall Staff Data

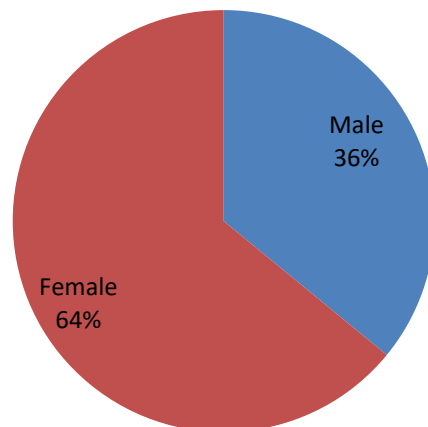
The following charts represent the workforce of Pennine MSK by each of the protected characteristics.



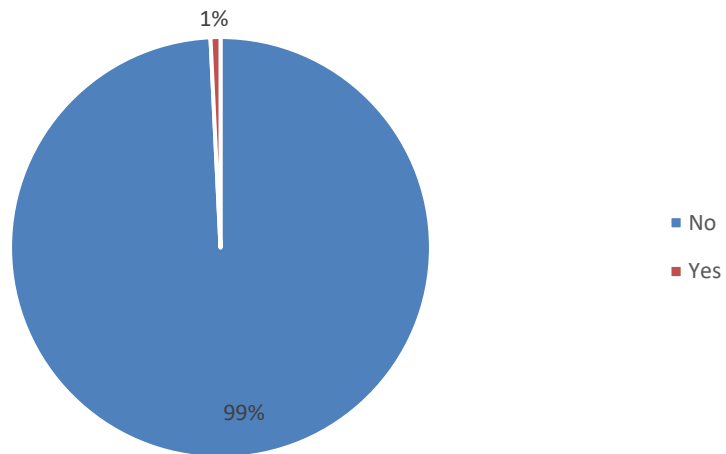
## Gender Reassignment



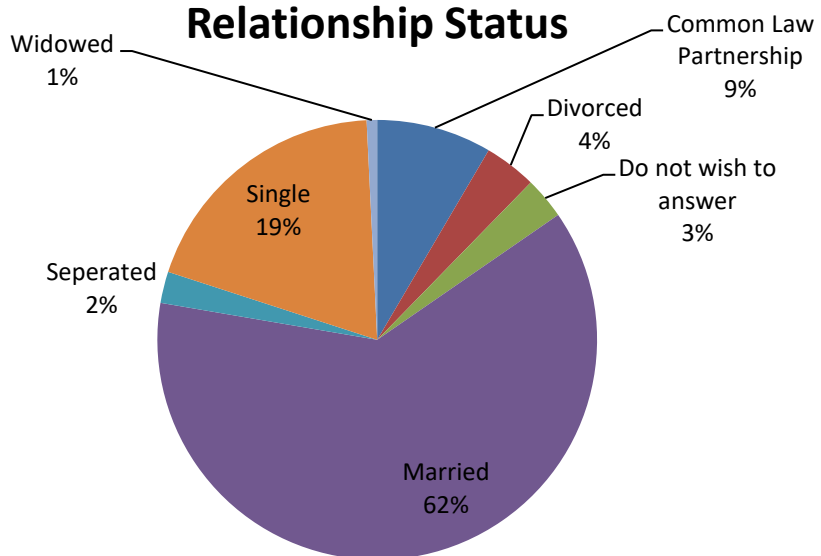
## Gender



## Maternity

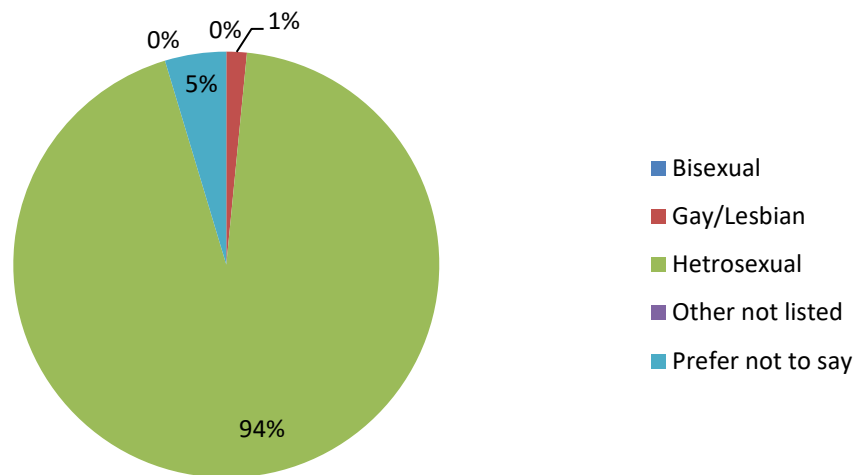


## Relationship Status

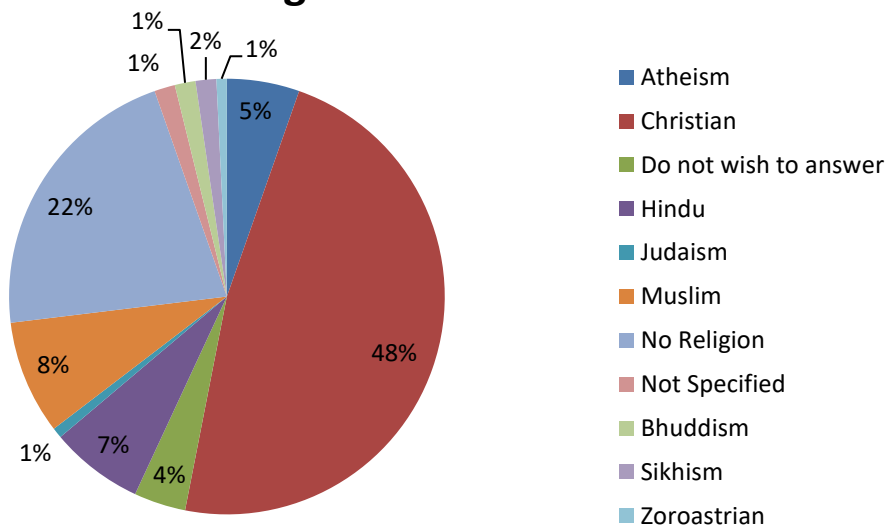


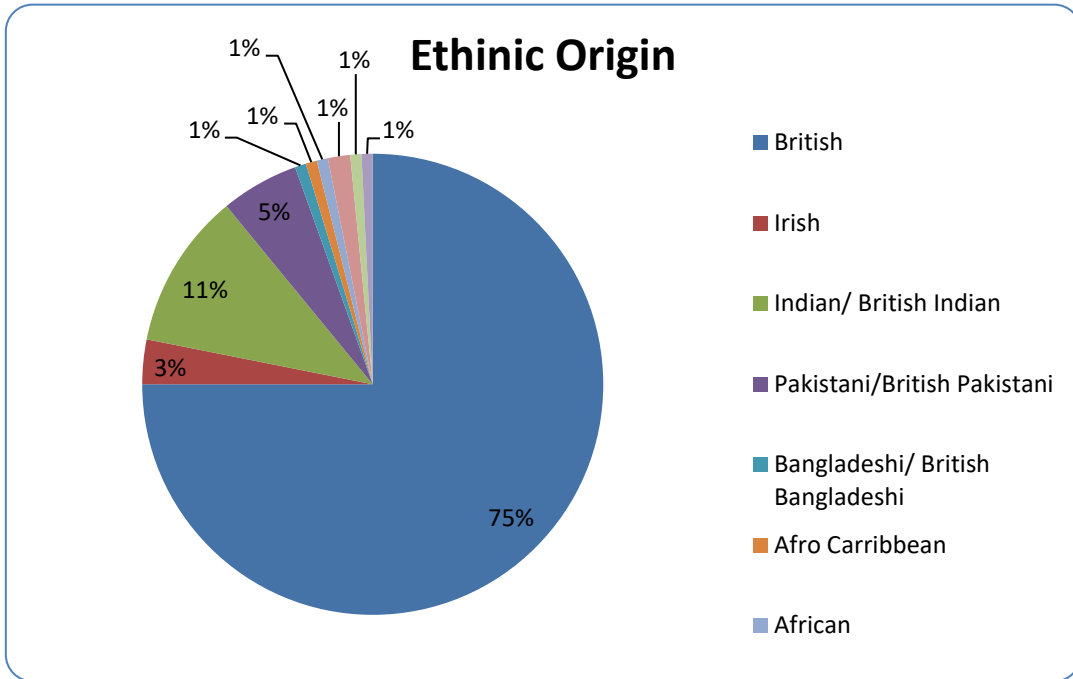


## Sexual orientation



## Religion or Belief

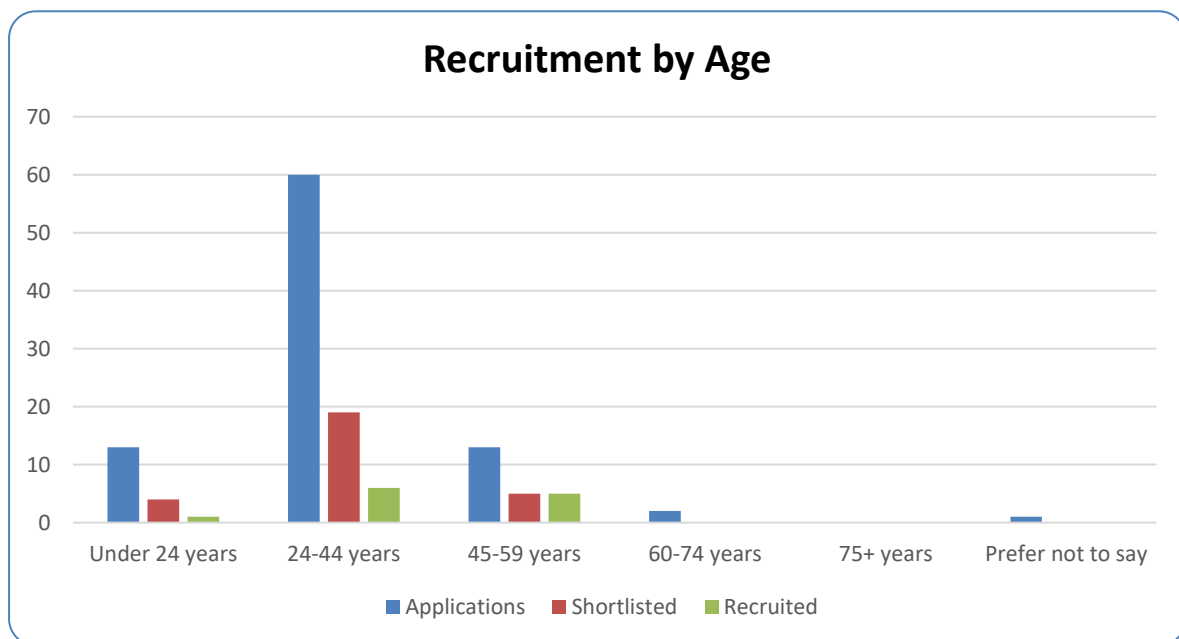


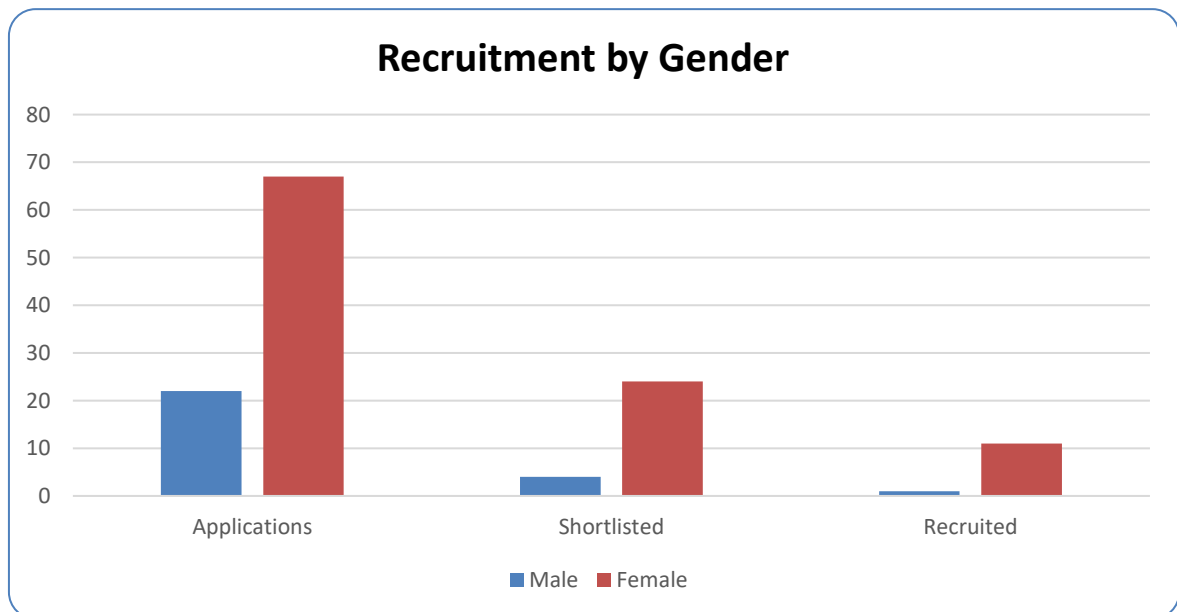
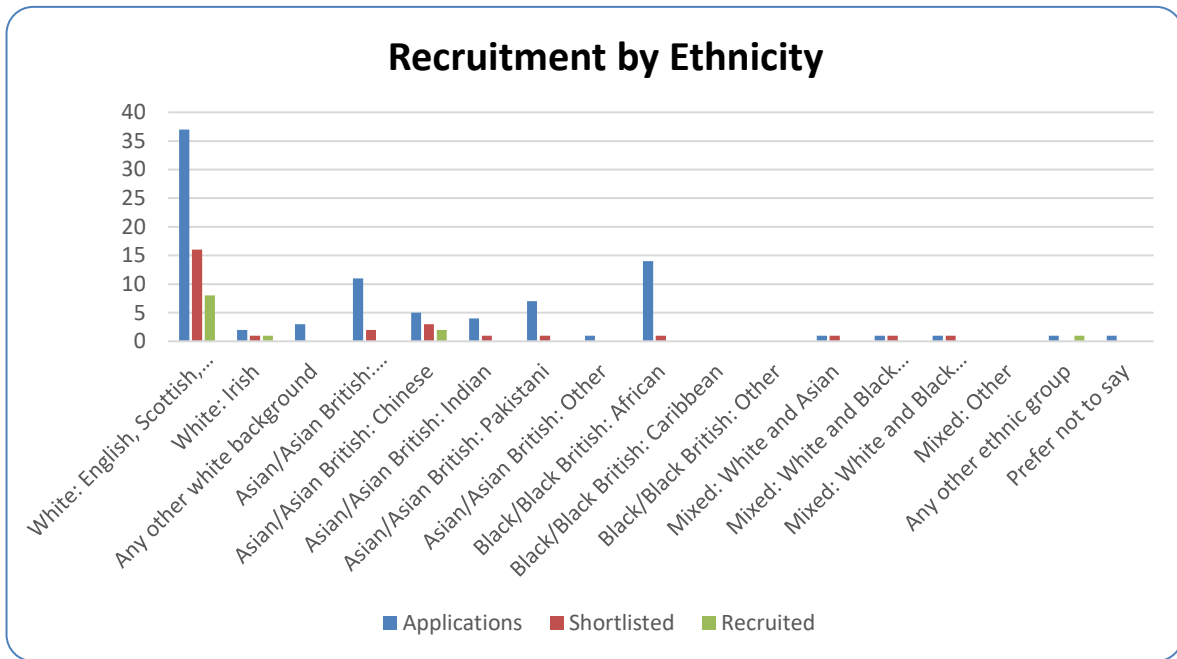


### Recruitment and Selection

We advertised 10 roles in the reporting period, four clinical, five administrative and one managerial.

The following charts represent our recruitment and selection process by protected characteristics that are currently measured.





4 applications were received from candidates declaring a disability.

### Composition of Pennine MSK Board

Pennine MSK is a company limited by share, commissioned by Greater Manchester Integrated Care. We have a small board of Directors.

The following table details the Board of Directors at Pennine MSK by protected characteristic.

Staff Number	Age	Gender (M/F)	Disability	Marital Status	Sexual Orientation	Ethnic Origin	Religion or Belief
9	55	F	N/A	Married	Het	British	Christian
62	54	F	N/A	Married	Het	British	Christian
63	41	m	N/A	Married	Het	British	No religion
3	47	f	N/A	Married	Het	British	Christian
144	44	f	N/A	Married	Het	British	Christian
176	48	m	N/A	Married	Het	British	Christian

#### **4.2 Other HR processes**

Secondments - None in the reporting period

Leavers - 4

Retirement - 3

Grievances - None in the reporting period

Disciplinary - 1

Promotions - 7

We are unable to comment on the protected characteristics of the above as this could possibly make the staff identifiable.

All staff are encouraged to apply for promotion opportunities and we always advertise roles internally in the first instance before advertising externally.

#### **4.3 Training and Development**

All members of staff at Pennine MSK have completed the Equality and Diversity training which is refreshed every 3 years.

#### **4.4 Employee Communication**

We continue to communicate with employees via a monthly operational update to all staff via email. This includes updated risk assessments, information about health and wellbeing, PPE equipment updates and most recently added - clinical research updates. This is an important form of communication and staff engagement gathering and sharing important feedback to help support the ever-changing environment in which we work.

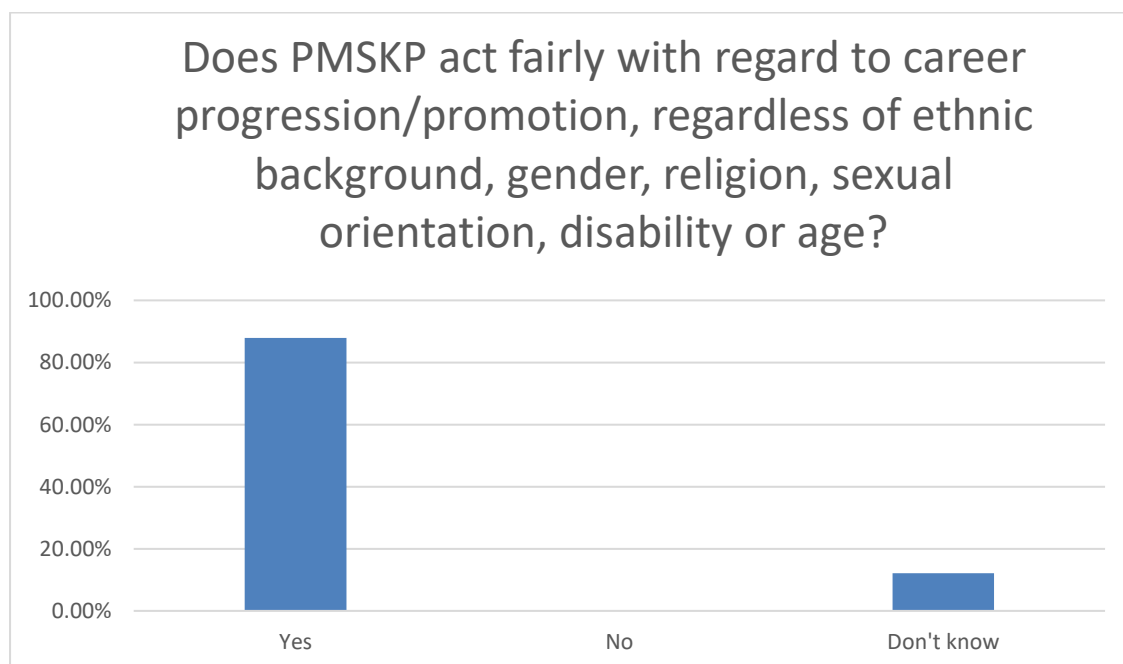
#### 4.5 Annual Staff survey

Each year we ask our staff to participate in the annual staff survey. This allows us to gather feedback of how our staff views our service and then in turn allows us to use the feedback for service improvements.

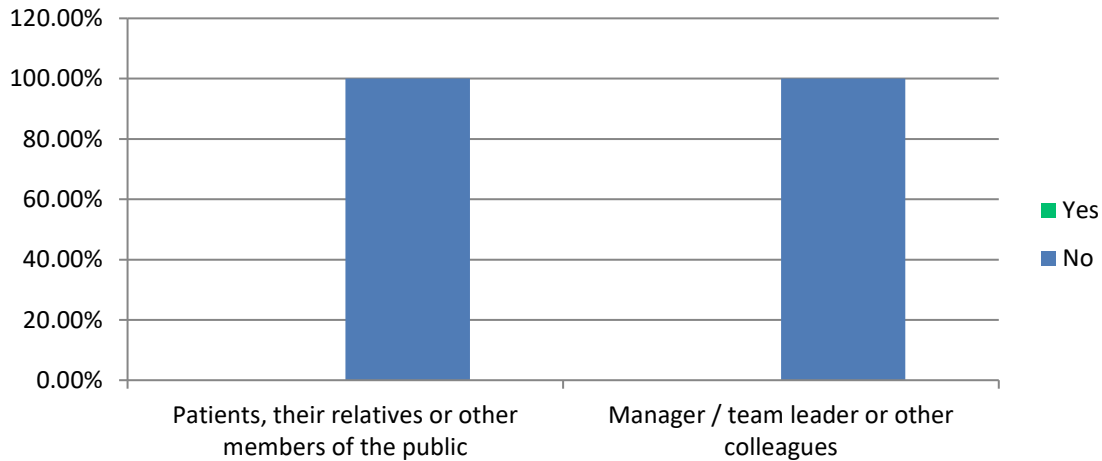
Please find following some of the results in relation to Equality and Diversity from the annual staff survey:

**Does PMSKP act fairly with regard to career progression/promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?**

Yes	No	Don't Know
87.88%	0%	12.12%



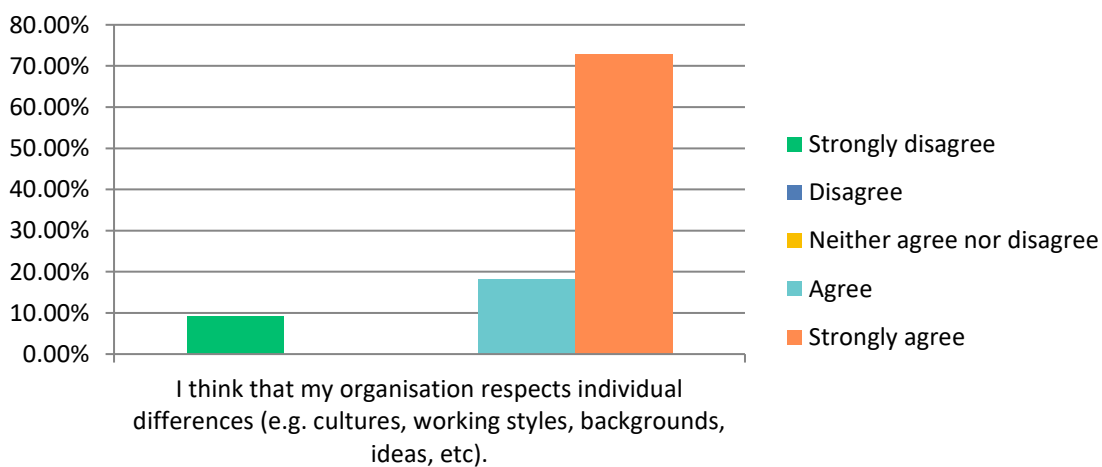
In the last 12 months have you personally experienced discrimination at work from any of the following?



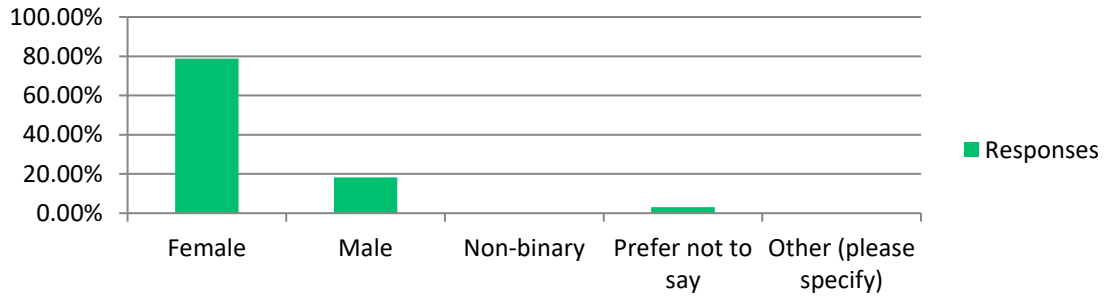
On what grounds have you experienced discrimination at work?

Ethnic background		Religion		Disability		Gender		Sexual orientation		Age		N/A
0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	100.00%

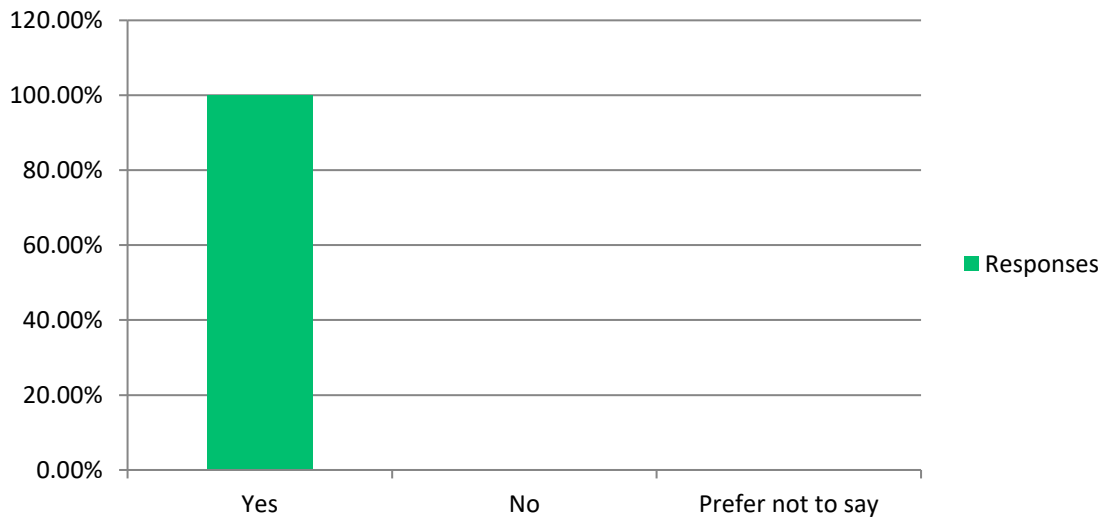
To what extent does this statement reflect your view of your organisation as a whole?

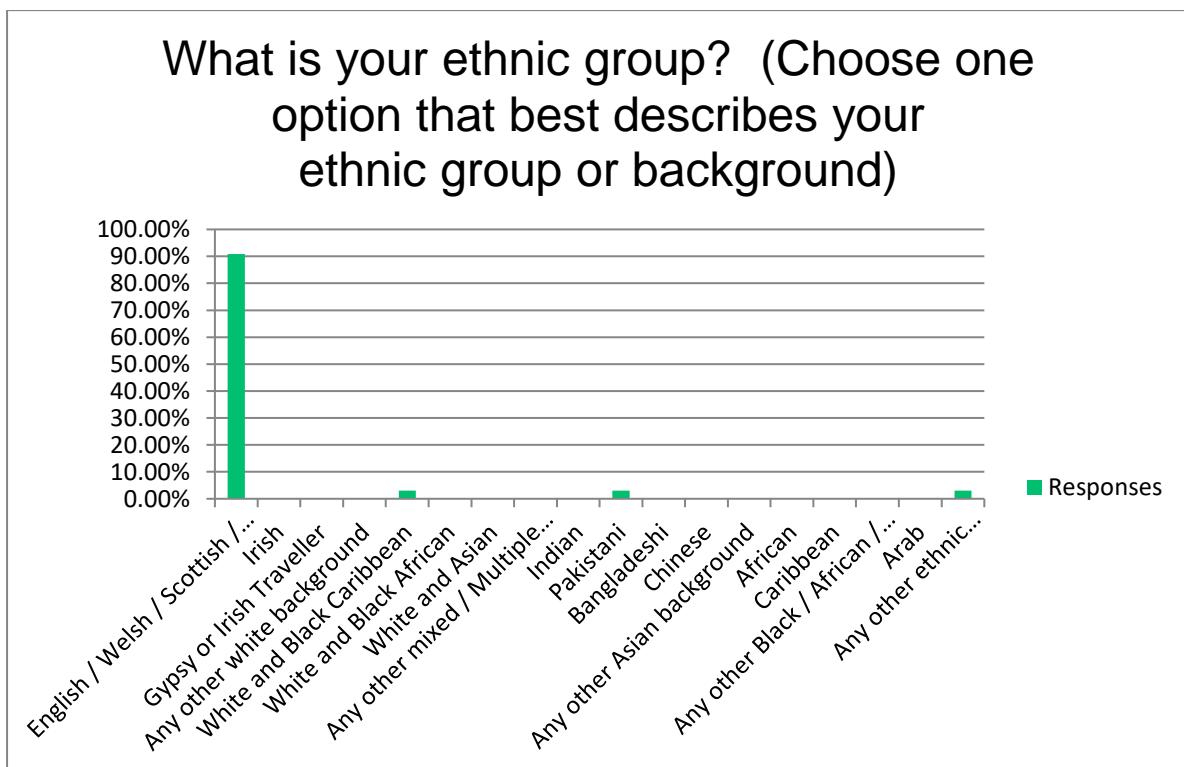
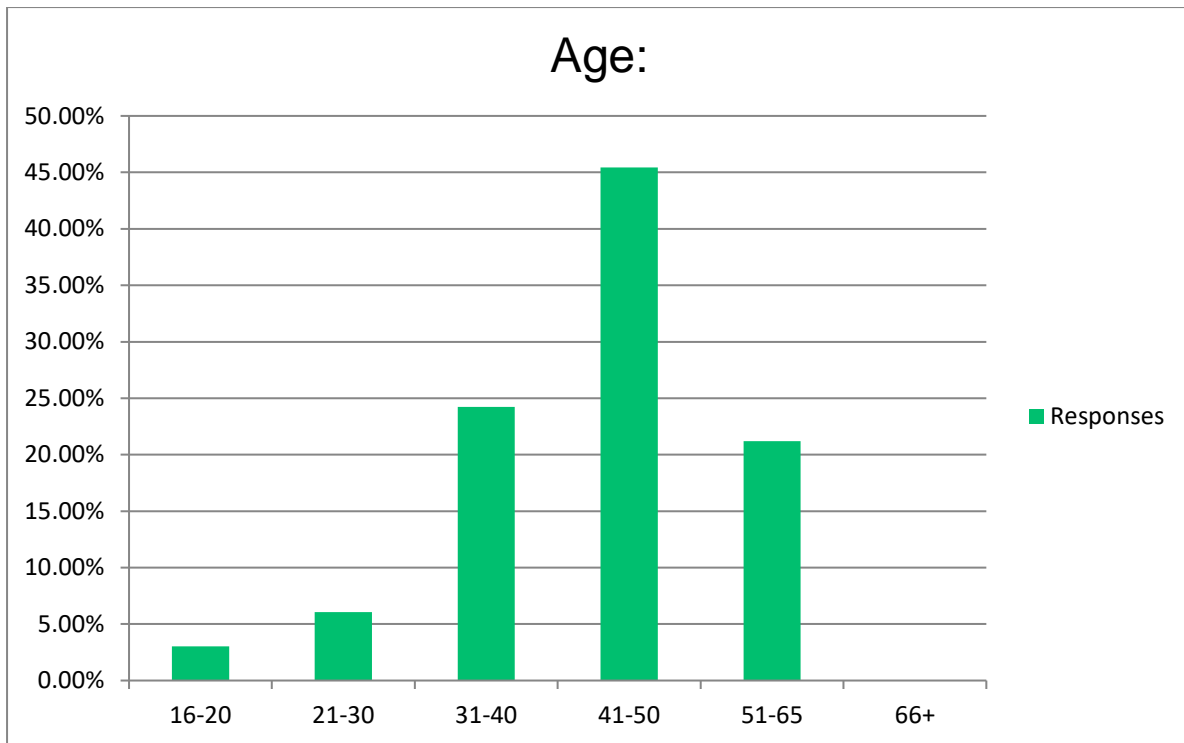


**BACKGROUND INFORMATION** We would like to know a bit more about you so that we can compare the experiences of different types of staff. What of the following best describes you?....

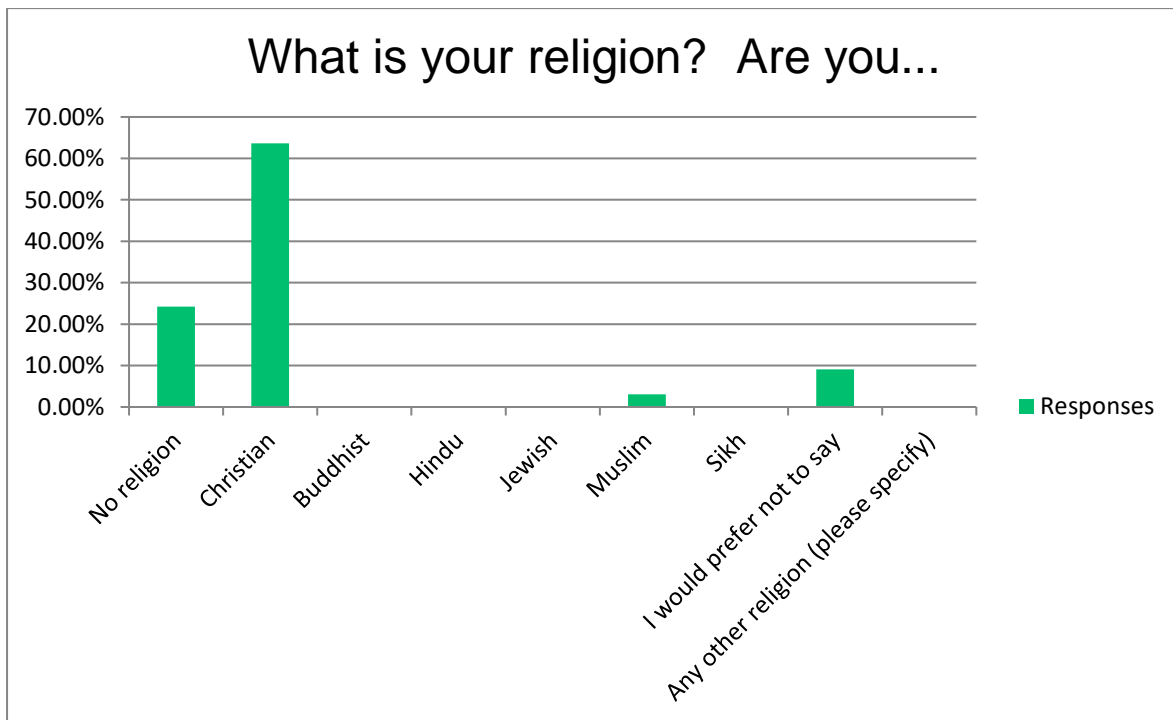
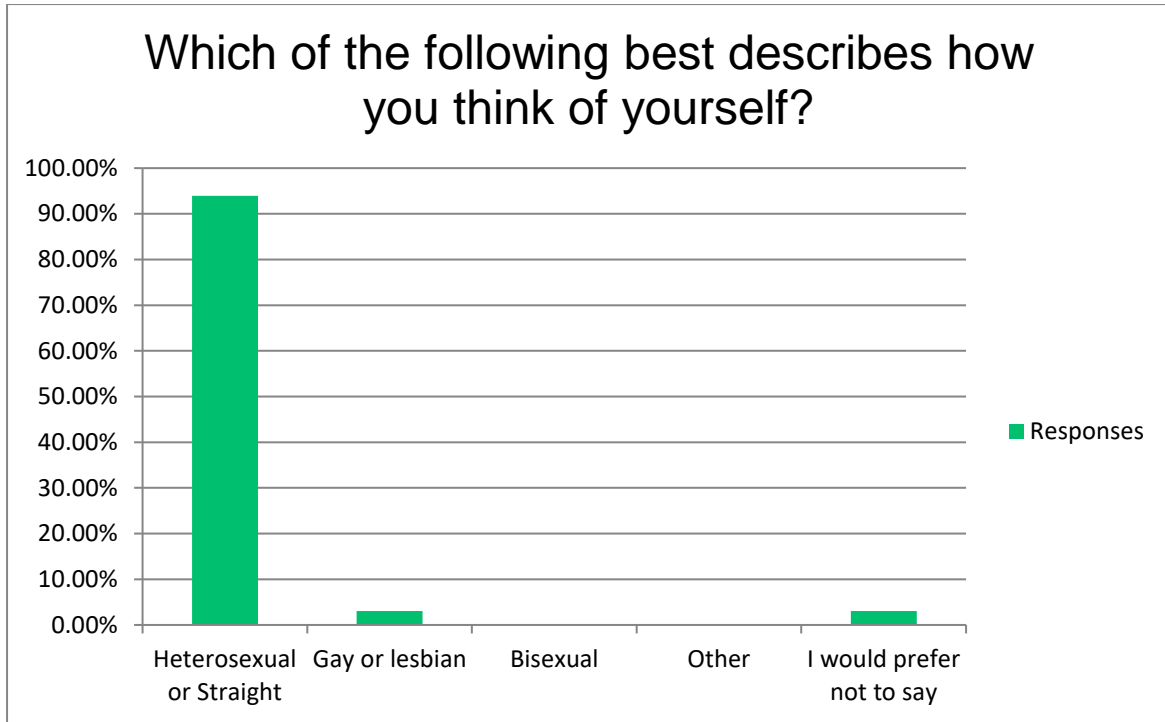


**Is your gender identity the same as the sex you were registered at birth?**









We continue to review the results from the staff survey and monitor this quarterly for changes and feedback with the staff.

## **5 Service Access and Reasonable Adjustments**

We take pride in providing reasonable adjustments for any patient who needs to access our service.

The disabled entrance to the building has now been reopened after it was closed when the lower ground floor of the building was converted into a COVID 19 unit. This means now staff and patients with a disability or mobility issue can again, easily access the building using the appropriate and designated entrance.

### **5.1 Clinic Locations**

We offer our clinics at a range of locations across the borough of Oldham so that patients in many cases do not have to travel far from home.

### **5.2 Patient Transport**

We access the Patient Transport Ambulance service for patients who are eligible. Full training is provided to all staff on the booking of transport for patients.

We continue to only book patients requiring transport into morning clinics meaning patients should not experience long delays for their collection following their appointments.

We have introduced the use of an ambulance bookings spreadsheet - this allows staff to record the details of patients requiring transport for future appointments - transport is now booked 7 days prior to the appointment meaning our data remains up to date and transport needs are met with the patients' current needs.

### **5.3 Interpreter Service**

We access face to face interpreter and BSL services for all patients who request it. We ensure this service is available through a contracted provider and we provide full guidance to all staff on how to access the service. We regularly review with the contractor to ensure a high-quality interpreter service is provided.

We continue to use of interpreter services for telephone appointments as and when needed, this works well, and the clinicians are now used to using this process and have confidence in having consultations over the telephone with patients who do not speak English.

We continue to use the same system by asking patients in their telephone appointment letter to request an interpreter if they feel that they may require one for their appointment.

This year we have provided interpreter services for 2591 appointments. We have provided interpreters for 35 different languages:

Language	Number of Interpreters
Albanian	6
Amharic	2
Arabic	82
BSL	31
Cantonese	17
Chinese	1
Croatian	1
Czech	54
Edo	6
Farsi	95
French	10
Gujarati	20
Hindi	3
Hungarian	7
Iranian	4
Italian	6
Kinyarwanda	1
Kurdish	64
Lithuanian	18
Malayalam	1
Mandarin	10
Polish	56
Portugese	55
Punjabi	217
Pushto	22
Romanian	38
Russian	14
Slovakian	20
Somalian	3
Spanish	8
Swahili	1
Sylheti/Bengali	798
Thai	7
Tigrinya	8
Urdu/Punjabi	905

The 'Language Line' is a telephone based interpreter service which is still available for use. We find this very helpful if patients have arrived at clinic without booking an interpreter

and for telephone consultations as a backup if the booked interpreter for telephone appointments is unavailable at the last minute.

#### **5.4 Accessible Information**

We aim to provide high quality information and communication methods which best suit the needs of each individual patient so that they can:

- Make decisions about their health and well-being, and about their care and treatment.
- Self-manage conditions
- Access services appropriately and independently
- Make choices about treatments and procedures including the provision or withholding of consent.
- Continue to have a choice of locations to suit patient needs
- Continue to provide suitable access for patients at all locations and since the pandemic have updated maps and information where access has changed accordingly
- To have a choice of days and times to help attend appointments

We will:

- Pro-actively ask patients who use our service if they have any information requirements where the need relates to a disability, impairment or sensory loss.
- Pro-actively seek changes to personal information from patients to ensure information is accurate, relevant and accurate.
- Record any information requirements in the patient's record, including 'flagging' these requirements so they are easily noticeable in the patient's notes.
- With the patient's consent, share information or communication needs as part of referral on or discharge processes.
- Do our utmost to provide the information in an accessible format for the patient. The pain team are currently working on different ways of providing patients with information including online videos and information in various languages.
- Include details of the Accessible Information Standard in our patient information leaflet
- Encourage patients to ask us for accessible information by placing posters in our waiting rooms and clinic rooms.
- Include information, in the patient information leaflet of how personal information is used to keep the patient fully informed.

Examples of how we may help:

- Provide information leaflets in large font
- Provide a British Sign Language Interpreter
- Communicate with patients via email rather than on the telephone
- Provide a longer appointment slot.
- Provide patients copy clinic letters in large font
- Provide patient letters and information on yellow paper
- Provide telephone/video appointments on request
- Have clear fluid repellent face coverings to aid communication where required
- Use the accurx APP to message patients direct with information and links to information in formats most suited to the patients requirements.

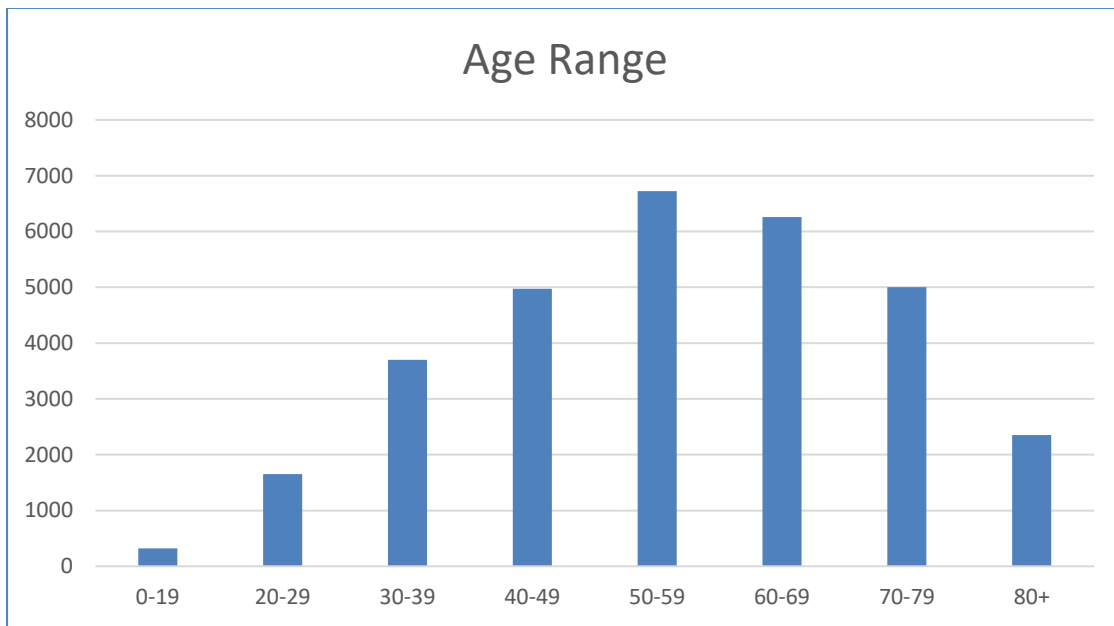
Clinicians have access to a messaging service which can provide clinical information via text message to the patients including information leaflets and links to useful websites to enable to the patient to make informed choices.

## **5.5 Patients accessing Pennine MSK**

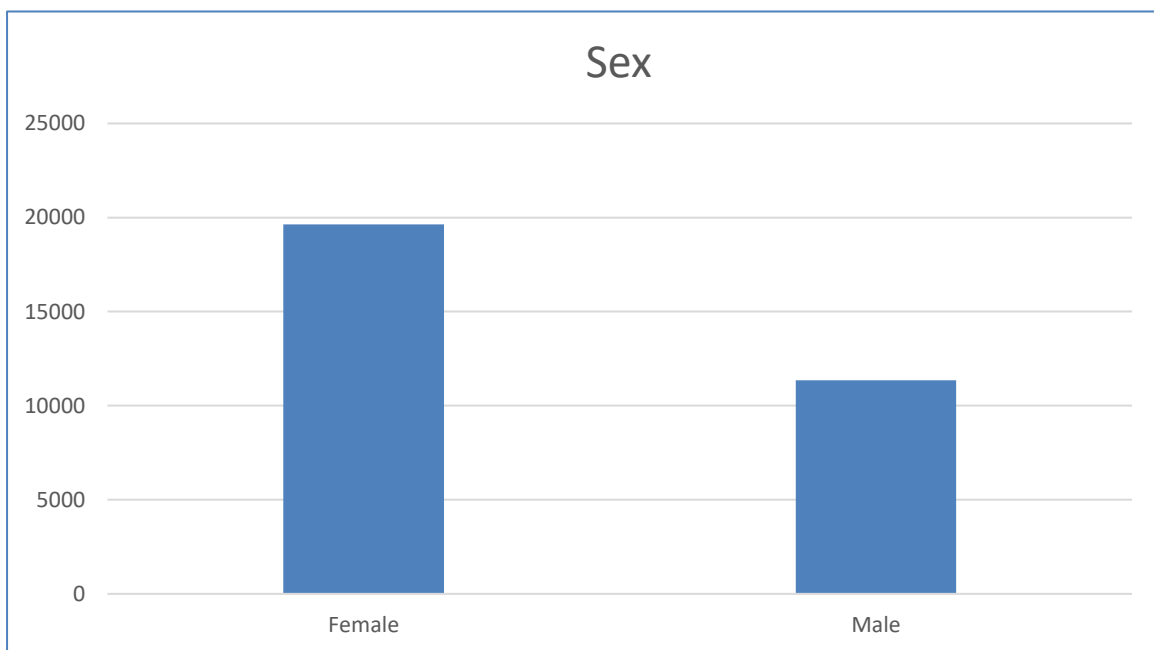
The service has held 30,985 patient appointments this year.

The following charts provide a breakdown by protected characteristic held on our central records:

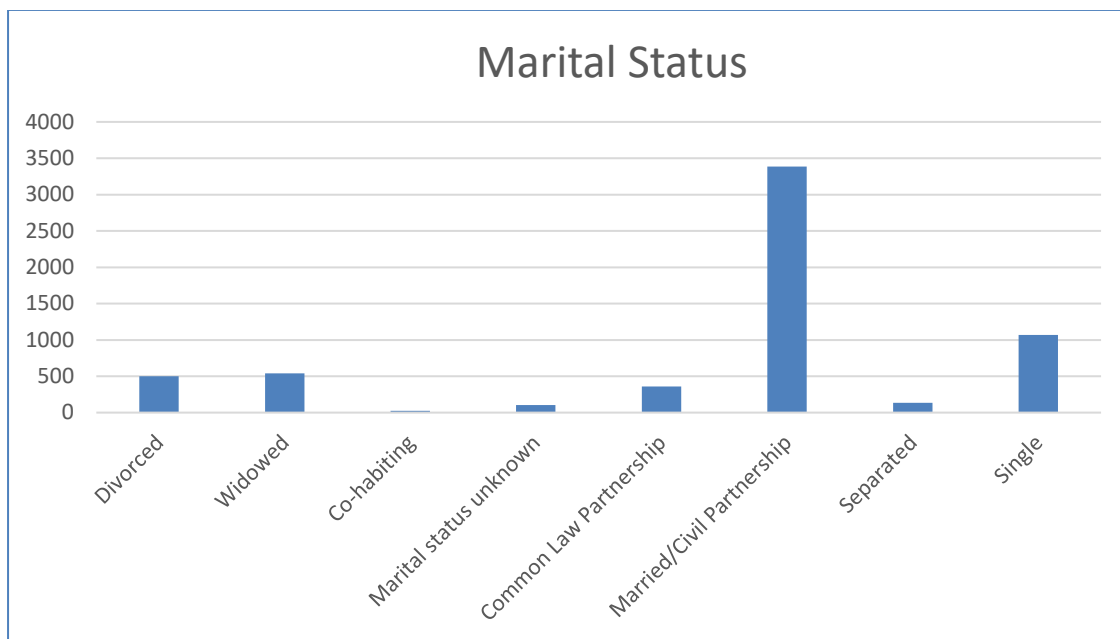
**Age**



**Sex**



## Marital Status



## Ethnicity

Ethnicity	Patient Count
Afro-Caribbean	57
African	80
Bangladeshi/British Bangladeshi	358
British	7008
Chinese	3
Indian	104
Irish	61
Pakistani/British Pakistani	948
Polish	34
Other	195

## Religion

Religion	Patient Count
Atheism	116
Buddhism	4
Christianity	2483
Hinduism	38
Judaism	1
Islam	712
Sikhism	4
Spiritualism	23
Non-religious	858
Other	145

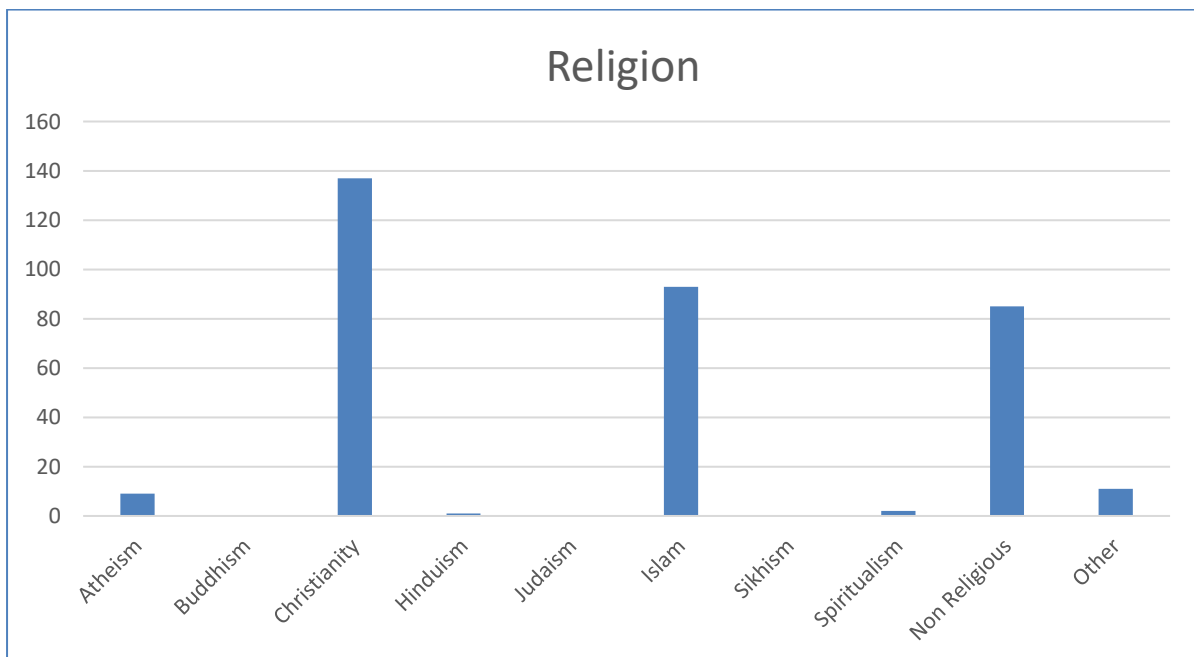
## Disability

139 patients self reported a disability this year and we now have a disability recorded for 1751 patients. We will continue to monitor and record this data to help us to meet the needs of our patients.

## DNA appointments

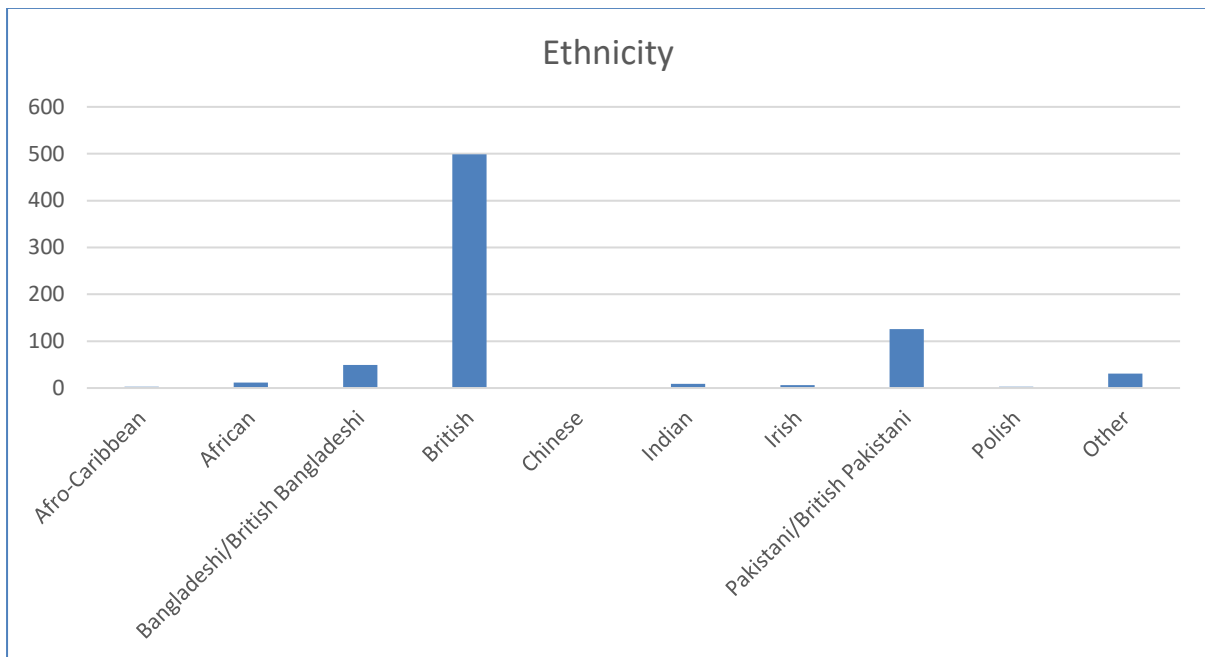
2976 patients did not attend their appointments in this reporting period, see breakdown below.

## Religion

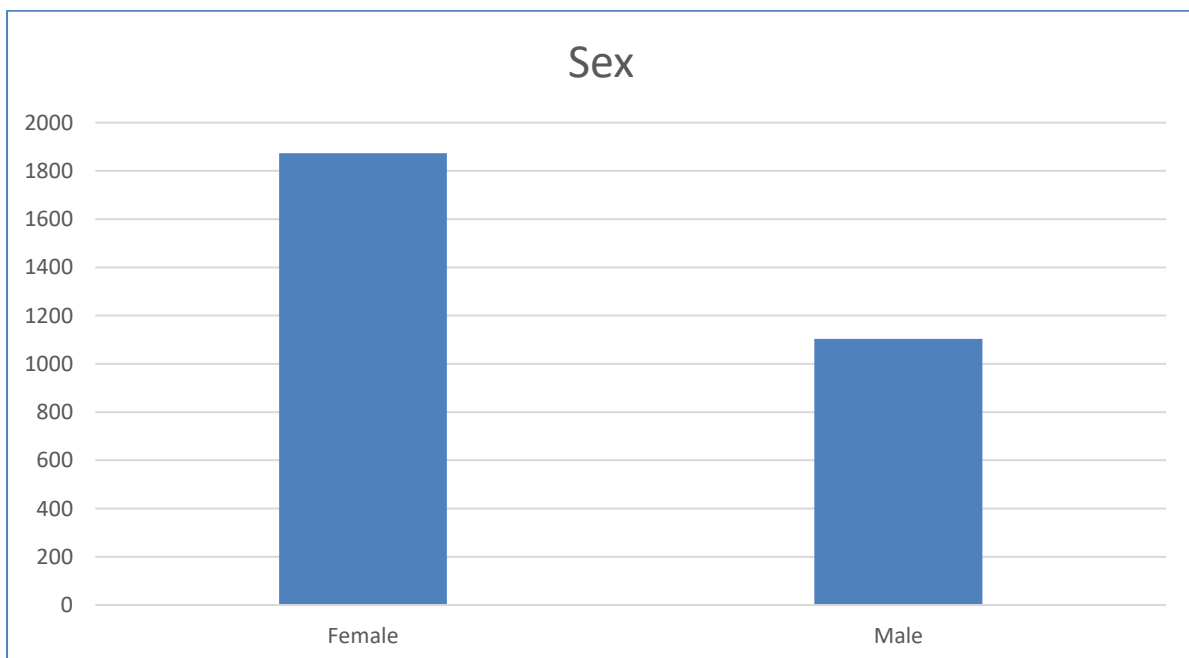




## Ethnicity



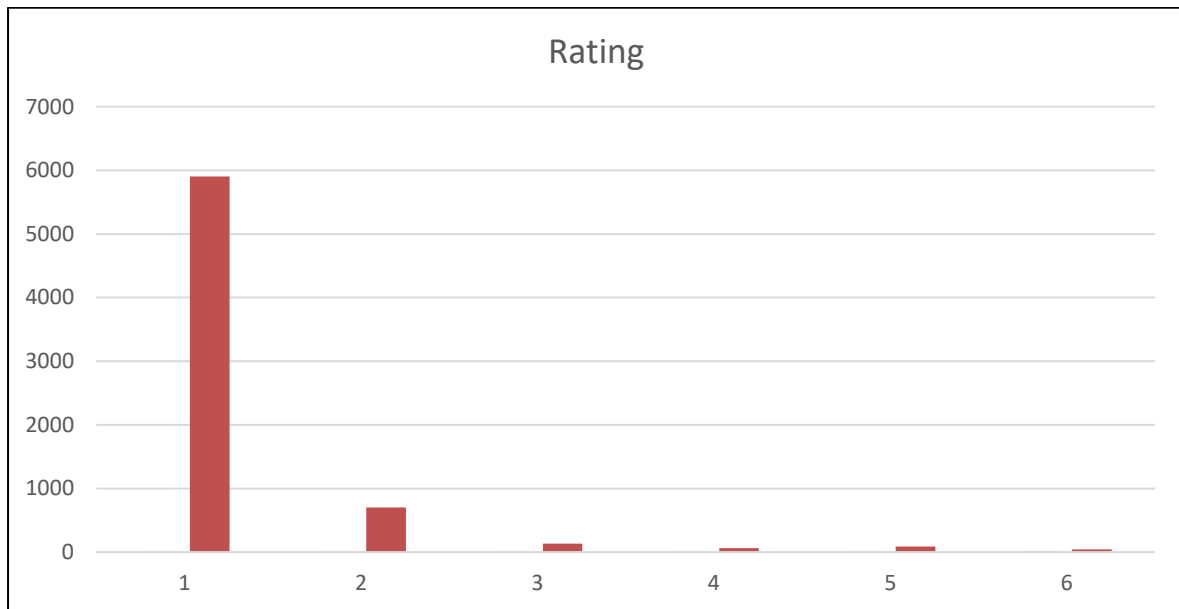
## Sex



## 5.6 Patient Experience

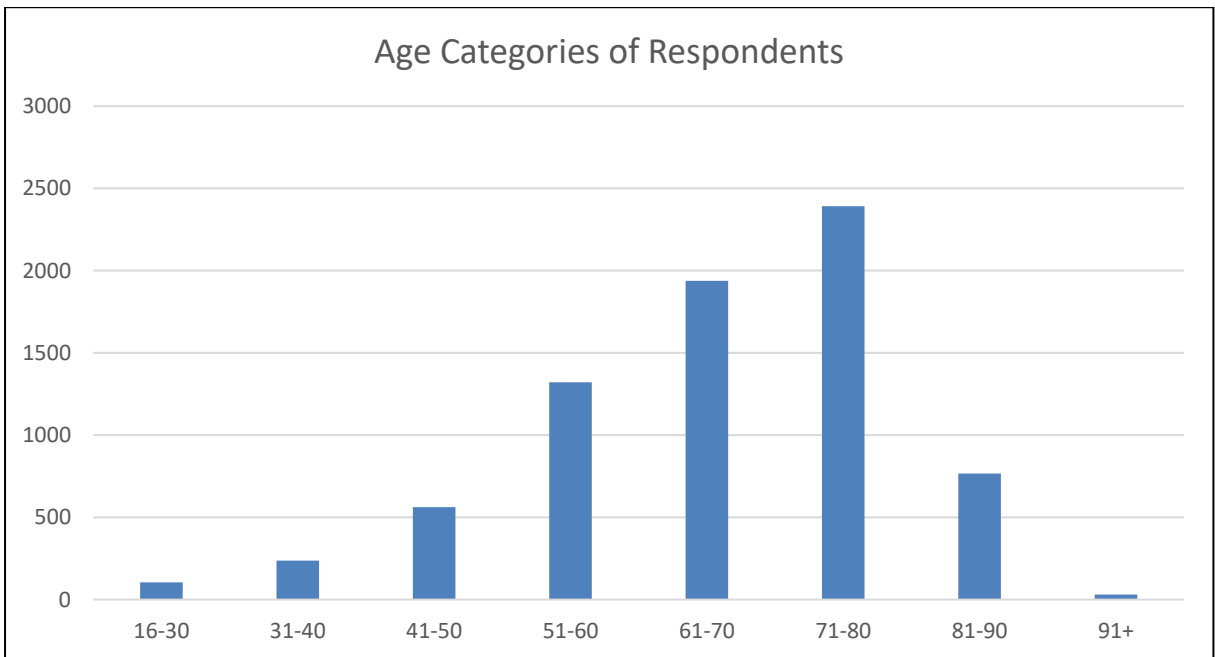
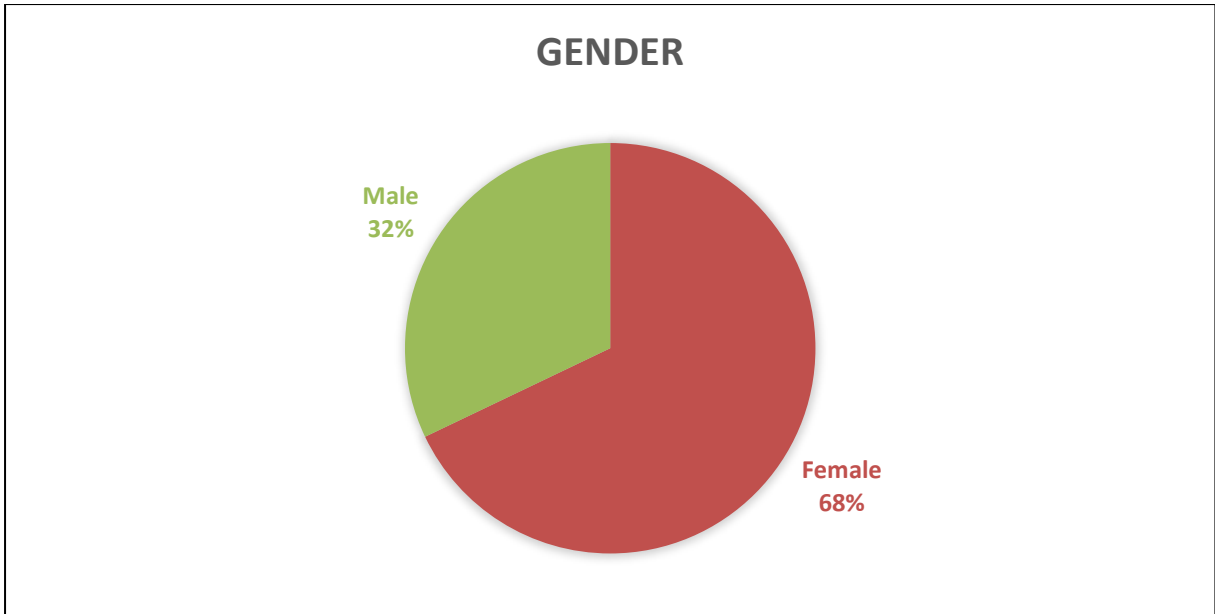
Capturing patient experience is an important aspect of our service. And it represents a very high indication of service quality.

See ratings received in reporting period:



### Key

1. Very Good
2. Good
3. Neither Good nor Poor
4. Poor
5. Very Poor
6. Don't Know



### Patient Complaints

For the period of this report we recorded 91 patient complaints in total.

None of these patients declared that they had a disability.

All 91 complaints were resolved with a satisfactory result and within guidelines.

## **5.7 Reporting and Monitoring**

As of January 2023 we introduced the use of text E&D questionnaires. Upon registering new patients our Office Assistants now send out an electronic questionnaire that patients can complete on their phones and return to us allowing their data to be recorded more efficiently. Since this change we have seen an increase in recorded patient data.

We continue to ask Health Care Assistants to collect data from patients whom have no E&D data attached to their patient record and are willing to participate in answering the Equality and Diversity questionnaire whilst at an appointment.

## **6 Equality Objectives for 2023**

Having considered the data we have set the following objectives for 2023:

- To improve access and reduce communication barriers experienced by individuals and groups of people of all ages, by reference to protected characteristics, who need NHS services.
- To develop on our recruitment and promotion programme, further enabling the organisation to become an employer of choice and a workforce that reflects the communities we serve.
- To ensure relevant PMSKP policies use language that is inclusive of LGBTQ+ people.

*Report prepared by Rachel Chrisham, Patient Care Manager and approved by the Board of Directors of Pennine MSK Partnership Limited on 28 February 2023.*