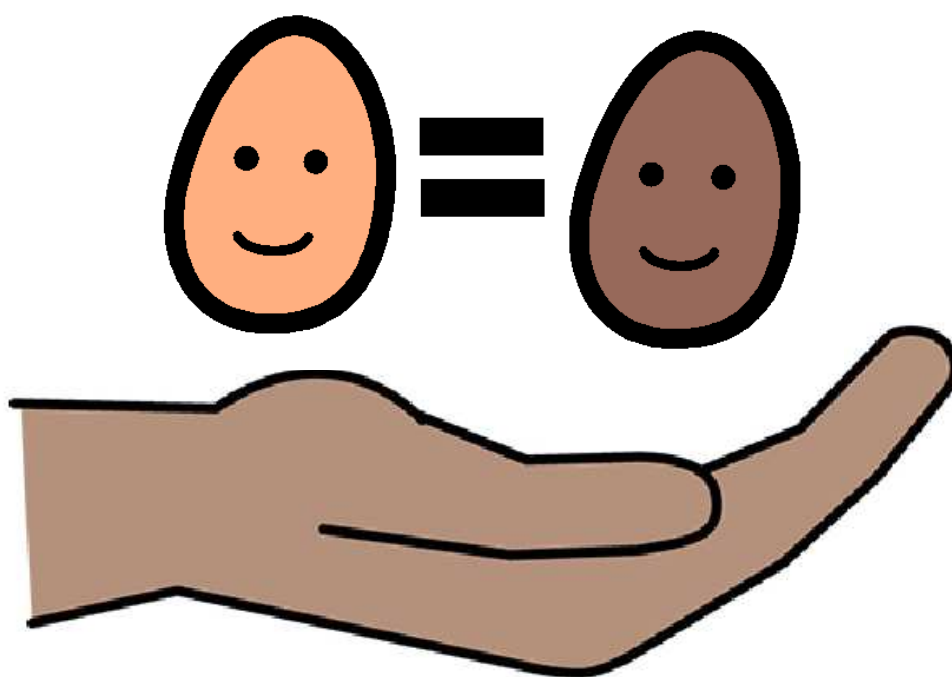
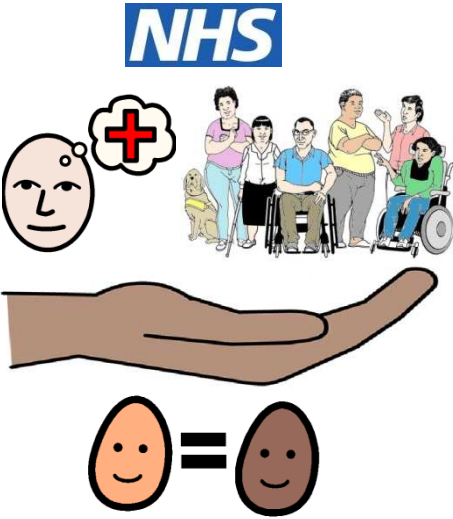
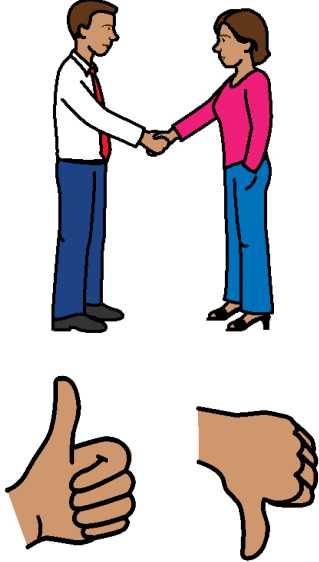
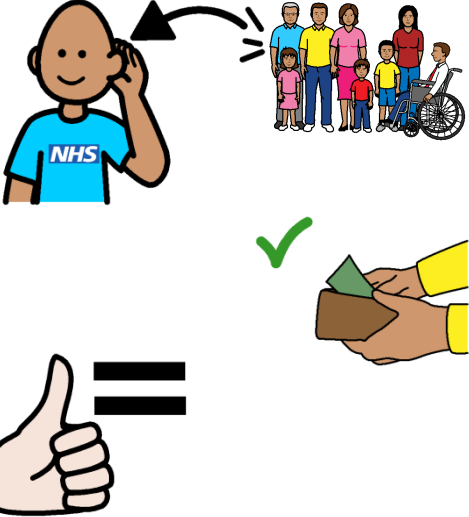


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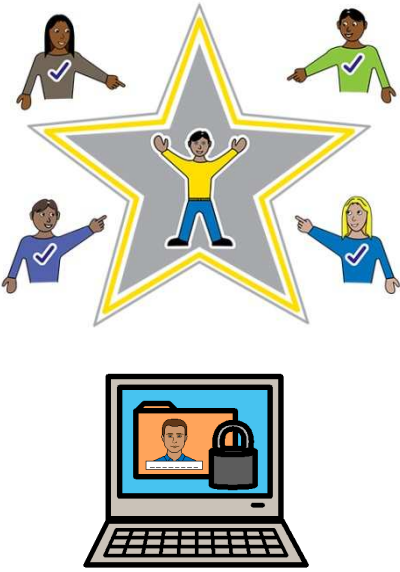
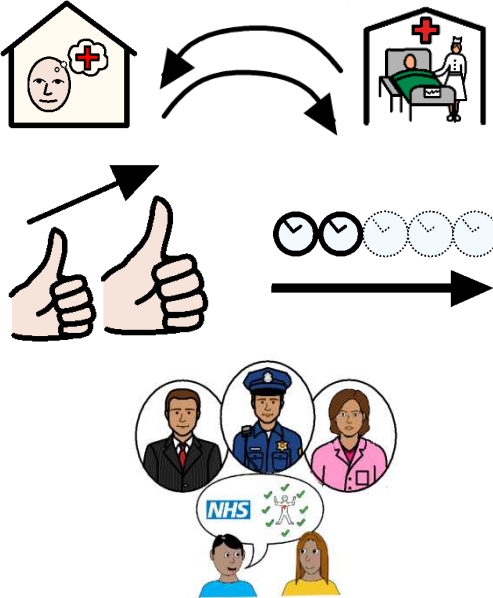
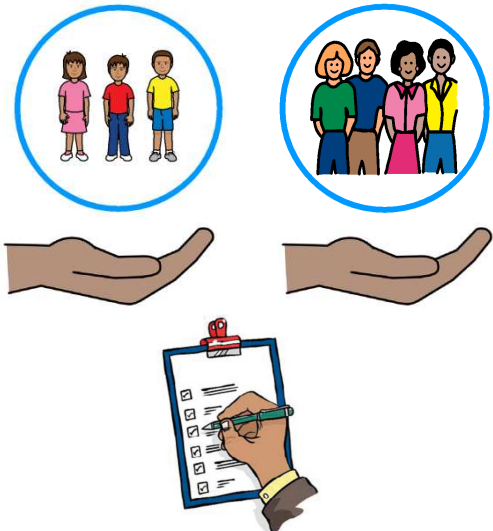


Easy Read

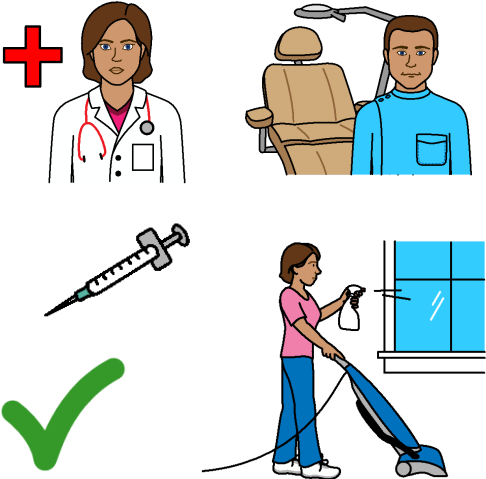
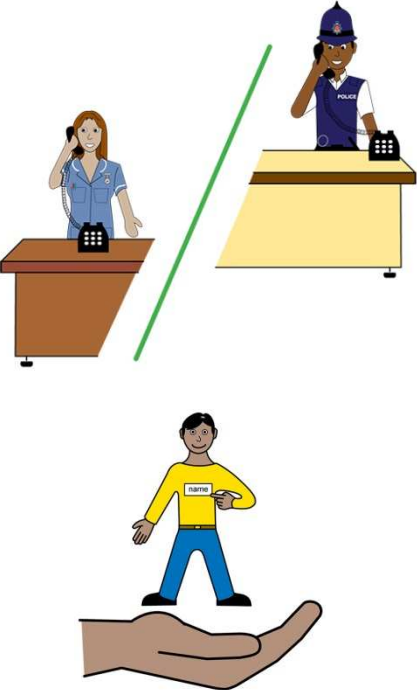
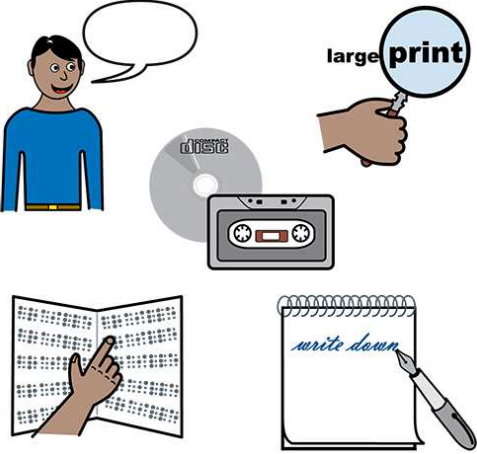
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 <p>The illustration shows the NHS logo at the top. Below it is a hand holding a head with a cross inside a thought bubble. Underneath that is a group of diverse people, including a person in a wheelchair and a dog. At the bottom, two eggs are shown with an equals sign between them, representing equality.</p>	<p>Tees Esk and Wear Valley NHS Foundation Trust</p> <ul style="list-style-type: none"> • We are an NHS service. We support people with mental health issues and people with learning disabilities. • We are going to focus on ‘Disability’ as part of our ‘Equality Delivery System’. • This paper will tell you some of the things we are doing to make sure people get a fair and equal service.
 <p>The illustration shows a man in a white coat shaking hands with a woman in a pink top. Below this are two hands, one giving a thumbs up and the other a thumbs down.</p>	<p>What is the Equality Delivery System?</p> <ul style="list-style-type: none"> • It is a way of making sure NHS services are treating everyone the same. • It makes sure all people within each service are treated fairly; this includes patients, staff and carers. • It tells you about the good things we are doing. • It also tells you about the things we need to get better.
 <p>The illustration shows an NHS worker in a blue shirt talking on a mobile phone. An arrow points from a group of diverse people (including a person in a wheelchair) towards the worker. Below this is a hand holding a coin with a green checkmark above it, and another hand holding a coin with an equals sign next to a thumbs up.</p>	<p>1.1 Better health outcomes: Local Communities</p> <ul style="list-style-type: none"> • We listen to people in local communities to make sure the work we do is what they need and help our services to be even better. • We make sure the things we pay for are safe and are good value for money • We are checked to make sure we are being fair to everyone.

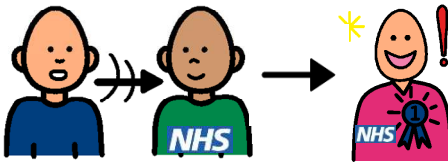
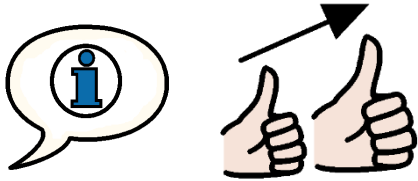
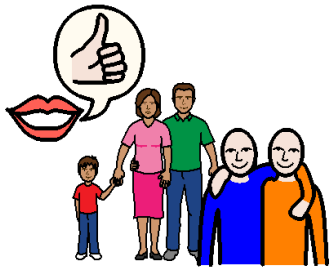
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	<p>1.2 Better health outcomes: Assessing people as individuals</p> <ul style="list-style-type: none">• People are treated in the way that's best for them.• We have lots of services to help all sorts of health needs.• All patient information is kept in a safe place.• We sometimes need to give people more support at certain times. We do this to help people get well.
	<p>1.3 Better health outcomes: Moving from one service to another</p> <ul style="list-style-type: none">• Sometimes people need help from more than one service. We move people to different services if it is going to be better for their care.• Sometimes moving services or changing care takes a long time. We are doing some work to make this take less time.• We are also going to help services outside the NHS get better at what they do.
	<p>1.4 Better health outcomes: Keeping people safe</p> <ul style="list-style-type: none">• We have two teams to make sure people who use our services are kept safe:<ul style="list-style-type: none">• The Children's Safeguarding Team and• The Adult Safeguarding Team• We have a system in place to make sure the teams are keeping people safe.

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	<p>1.5 Better health outcomes: Keeping people healthy</p> <ul style="list-style-type: none">• We make sure people can see a doctor, nurse or dentist when they need to.• All staff and vulnerable patients can have a flu jab if they want one.• We keep our hospital very clean. Special cleaners work to keep germs out.
	<p>2.1 Getting to our services: We want people to find it easy to get care from places like GP's, hospitals and community services.</p> <ul style="list-style-type: none">• If you are not well, your doctor might refer you to our services.• If you are very poorly and need support you can be referred to us by the hospital.• Sometimes the police may also refer you to us for some further help and support.• We do not turn people away, we always offer help and support.
	<p>2.2 We are trying to make sure people get information they can understand. We want to help people make choices about their care.</p> <ul style="list-style-type: none">• We try to get information to people in accessible ways such as: Large text, easy read, braille, audio, or in a different language• We have service users and patient groups who tell us when we are doing well and when we need to get better.• We are trying to get even better at giving out

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information that **everyone can understand.**

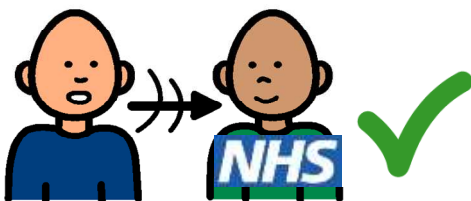
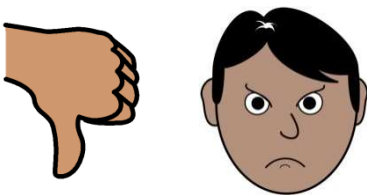
2.3 We want to make your time with us even better:

People to tell us we are very good at asking them about the support they got from us:

- We are going to ask people if our service would be good enough for them to tell their **friends and family** about.
- We will use the information you have told us to make our services **even better.**
- We celebrate when our staff members do good things for people. They sometimes win medals.
- **Service users can tell us if staff have done something very good** for them and we might send the staff for a medal.
- Our staff feel happy when people tell them they are doing a good job.
- It's really nice when people say **thank you.**

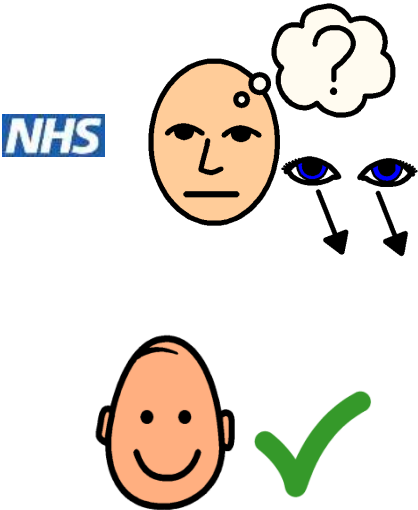
2.4 We want to make your time with us even better:

We also want you to tell us when things are not going well. Or if we can do things differently.



- **Sometimes things go wrong** and patients get upset and angry.
- People can tell us when things go wrong this is called a **complaint.**
- Complaints help us **get things right** in the future.

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 <p>The image contains the NHS logo in the top left. Below it are two cartoon faces. The top face is orange with a sad expression, a question mark in a thought bubble above its head, and two blue eyes with arrows pointing downwards. The bottom face is also orange but has a happy expression and a large green checkmark next to it.</p>	<ul style="list-style-type: none">• We take complaints very seriously. We try to sort them out very quickly.• A lot of people felt better when the complaint was finished.
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& Lynne Taylor, Strategic Health Facilitator, Learning Disability Service TEWV
May 2014