PUBLICATION OF SERVICE USER EQUALITY DATA

1ˢᵗ JANUARY 2019– 31st DECEMBER 2019

Published February 2020

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Bengali:
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Farsi:
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Hindi:
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Punjabi:
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Simplified Chinese:
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Urdu:
اگر آپ کو ان معلومات کے خلاصہ کی کسی دیگر زبان یا شکل مثلاً بریل، ٹاکنگ ٹیپ یا ڈی وی ڈی میں ضرورت ہو تو برائے مہربانی درج ذیل نمبر پر کال کریں۔

Telephone 0191 3336267

PUBLICATION OF EQUALITY DATA

1. INTRODUCTION

1.1 The general equality duty of the Equality Act 2010 requires the Trust in the exercise of its functions to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act.
- Advance equality of opportunity between people who share a relevant protected characteristic and people who do not share it.
- Foster good relations between people who share a relevant protected characteristic and those who do not share it.

1.2 The Trust must publish information to demonstrate its compliance with the general equality duty. This information must include information relating to service users who share a relevant protected characteristic who are affected by its policies and practices. The protected characteristics are sex, race, sexual orientation, gender reassignment, disability, religion and belief, marriage and civil partnership, age and pregnancy and maternity.

1.3 The Trust has published information to meet its public sector duties for the last seven years. During this time the quality of the data has steadily improved however the Trust recognises that there are still qualifications around the quality and validity of the data; particularly as in some areas the numbers are relatively low. The Trust wants to be transparent in demonstrating its compliance with its Equality Act duties and has decided to publish raw data. The information published must therefore be viewed as descriptive and any interpretations of it must be conservative.

1.4 The information in this report includes:

- An analysis of service users who were referred to Trust services between 1st January 2019 and 31st December 2019 by race and ethnicity, sex, disability, religion, sexual orientation, age, marriage and civil partnership. The data is taken from information given by service users who at times refuse to provide information requested, giving incomplete data. In the data a blank is recorded as null, refuse to disclose means that the service user preferred not to give the trust that information and not known means that the clinician has recorded that they do not know that information.
- An analysis of the length of waiting time from referral to first contact by ethnicity and an analysis of length of hospital stay by ethnicity.
- Where possible the Trust's data has been compared to that of the 2011 Census produced by the Office of National Statistics. Copyright is acknowledged as adapted from data from the Office for National Statistics licensed under the Open Government License v.1.0.

2. ACCESS TO SERVICES

2.1 The following data is for the year 1st January 2019 and 31st December 2019 and is the information contained on the Trust's electronic clinical record system. Some of the fields are incomplete for some service users and some service users have preferred not to give the Trust certain information. The level of missing values and non-disclosure is indicated in each section.

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2.2 Where it is available the makeup of the Trust's service user population has been compared to the information on the general population that was gathered in the 2011 census.

2.3 Summary of Service Users by Ethnic Group Compared to the ONS 2011 Census

Ethnic Group	Ethnic breakdown of service users in the Trust (number)	Ethnic Breakdown of service users in the Trust (%)	Ethnic Breakdown 2011 Census (number)	Ethnic Breakdown 2011 Census (%)
White; British	181032	87.14	1857153	93.7
White; Irish	498	0.24	7592	0.38
White; Other White includes Eastern European	2376	1.14	38067	1.92
Mixed; White and Black Caribbean	338	0.16	5229	0.27
Mixed; White and Black African	226	0.11	2544	0.14
Mixed; white and Asian	407	0.20	6934	0.35
Mixed; Other Mixed	671	0.32	4443	0.23
Asian or Asian British; Indian	328	0.16	9517	0.48
Asian or Asian British; Pakistani	677	0.33	12739	0.64
Asian or Asian British; Bangladeshi	132	0.06	2338	0.12
Asian or Asian British; Other Asian	494	0.24	10009	0.5
Black or Black British; Caribbean	132	0.06	1200	0.06
Black or Black British; African	332	0.16	5792	0.29
Black or Black British; Other Black	181	0.09	1178	0.07
Asian or Asian British Chinese	172	0.08	8735	0.45
Other Ethnic Group includes Iranians and Arabs	1079	0.52	5688	0.29
Travellers including Gypsy, Roma Traveller/Irish Traveller	146	0.07	2183	0.11
Not stated and declined to disclose	7229	3.48		
NULL	11305	5.44		
Total	207755.00	100%	1,981,391	100%

2.3.1 11305, 5.44% of service users' race/ ethnicity is not available as the data field on PARIS has not been completed. This compares to 4.19% last year. There has been an increase of Mixed White and Black Caribbean service users of 0.12 % and a decrease of Black or Black British Caribbean service users which the trust will further explore. There are variations from the census norms which the Trust will use to explore access issues.

2.3.2 **Length of waiting time from referral to first contact by ethnicity**

The Trust has produced its own figures on the length of waiting time from first referral to first contact analysed by ethnicity. There are some differentials in these which will be explored and appropriate action taken. A degree of caution must be applied in interpreting these figures because of the number of service users whose ethnicity is not known or not stated.

Ethnic Group	No. of patients	Average length of time (days)
White; British	55766	12.45
White; Irish	140	13.99
White; Other White includes Eastern European	606	11.08
Mixed; White and Black Caribbean	78	11.51
Mixed; White and Black African	70	7.52
Mixed; white and Asian	123	14.42
Mixed - Other Mixed	203	13.51
Asian or Asian British; Indian	93	10.18
Asian or Asian British; Pakistani	209	11.47
Asian or Asian British; Bangladeshi	45	10.17
Asian or Asian British; Other	138	9.15
Black or Black British; Caribbean	32	6.16
Black or Black British; African	85	6.27
Black or Black British; Other Black	52	9.87
Asian/Asian British - Chinese	60	11.91
Travellers including Gypsy, Roma, Irish	52	7.26
Other Ethnic Group including Iranian/Arabs	362	17.08

Null	3945	9.55	
Decline to disclose	2456	19.35	
TOTAL	64515.00		

The trust will seek to explore the reasons for the waiting time being 19.35 days if the service user declines to disclose ethnicity. The trust will seek to explore the differences between waiting times comparing urgent referrals and routine referrals to capture the route into services for those of different ethnicities.

2.3.3   Length of hospital stay by ethnicity

Following feedback figures have been produced for long stay wards, acute wards and short stay respite to provide a more accurate understanding of differences between ethnic groups These figures are for the period 1st January 2019 to 31st December 2019

Length of hospital stay by Ethnicity 01/01/2019 - 31/12/2019
ACUTE WARDS:

Ethnic Group	No. of patients	Average length of stay in hospital	Shortest length of stay in hospital	Longest length of stay in hospital
White British	2707	39.19	0	365
White; Irish	8	59.63	4	158
White; Other White	35	57.83	1	343
Mixed; White and Black African	3	44	9	85
Mixed White/Black Caribbean	9	64.44	3	324
Mixed; white and Asian	4	14	9	19
Mixed; Other Mixed	12	20.83	1	57
Asian/Asian British Bangladesh	5	25.20	11	46
Asian or Asian British; Indian	10	71.20	1	175
Asian or Asian British; Pakistani	19	53	1	184
Asian or Asian British; Other Asian	11	22.64	1	55
Black or Black British; Caribbean	4	13.25	1	47
Black or Black British; African	16	43.69	12	201

Black or Black British; Other Black	1	30	30	30
Asian / Asian British - Chinese	2	50	26	74
Other Ethnic group includes Iranians/Arabs	37	27.04	2	182
Travellers including gypsy, Roma, Irish	3	39.50	15	51
Null	126	22.19	0	151
Not stated, declined to disclose	17	26.23	2	141
Total	3029.00			

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Long Stay wards:

Ethnic Group	No. of patients	Average length of stay in hospital	Shortest length of stay in hospital	Longest length of stay in hospital
White British	354	86.49	0	365
White; Irish	2	56.50	26	87
White; Other White	7	13.83	3	70
Mixed; White and Black Caribbean	0	5	5	5
Mixed white, Asian	2	6	6	6
Traveller including Gypsy, Roma and Irish	0	0	0	0
Mixed White/Black African	1	70	70	70
Mixed; Other Mixed	0	0	0	0
Other Ethnic group – any other	0	0	0	0
Asian/Asian British Indian	1	5	5	5
Asian or Asian British; Pakistani	4	14.50	5	25
Asian or Asian British; Other Asian	3	109	2	245
Black or Black British; African	2	8	5	11
Black British, other black	0	0	0	0
Black, Black British Caribbean	1	5	5	5
Asian / Asian British - Chinese	1	65	65	65
Other ethnic group , Iranians and Arab	9	67.69	3	336
Not stated, declined to disclose	2	9.50	1	18
Null	12	7.75	0	24
Total	401.00			

Short stay/respite stay:

Ethnic Group	No. of patients	Average length of stay in hospital	Shortest length of stay in hospital	Longest length of stay in hospital
White British	137	31.96	1	123
White Irish	1	5	5	5
White; Other White includes Eastern European	1	1	1	1
Mixed; Other Mixed	1	10	10	10
Asian, Asian British Indian	1	2	2	2
Asian or Asian British; Pakistani	7	12.86	0	26
Asian or Asian British; Other Asian	0	0	0	0
Asian/Asian British Chinese	0	0	0	0
Black or Black British; African	1	33	33	33
Black or Black British; Other	0	0	0	0
Gypsy	0	0	0	0
Other ethnic group, includes Irian and Arab	1	18	18	18
Null	1	2	2	2
Not stated, declined to disclose	1	51	51	51
Total	152.00			

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Other:

Ethnic Group	No. of patients	Average length of stay in hospital	Shortest length of stay in hospital	Longest length of stay in hospital
White British	709	126.96	0	365
White Irish	4	94	1	365
White; Other White includes Eastern European	18	45.44	0	195
Mixed; Other Mixed	7	68.86	7	365
Asian, Asian British Indian	1	18	18	18
Asian or Asian British; Pakistani	2	28	8	48
Asian or Asian British; Other Asian	6	129.83	7	365
Asian/Asian British Chinese	2	156.50	13	300
Black or Black British; African	11	2390	2	365
Black or Black British; Caribbean	1	79	79	79
Black Black British Other Black	1	1	218	218
Mixed white and Asian	1	7	7	7
Mixed white Black Caribbean	2	184.50	4	365
Mixed white Black African	2	290.50	216	365
Other ethnic group, includes Irian and Arab	8	111.50	2	316
Null	39	39.07	1	328
Not stated, declined to disclose	19	59.25	1	239
Traveller including Gypsy, Roma, Irish	2	130	15	245
Total	835.00			

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2.4   Summary of Service Users by age compared to the ONS 2011 Census

Age	Breakdown of Service Users in the Trust by age (Number)	Breakdown of Service Users in the Trust by age (%)	ONS Census 2011 Breakdown by age (number)	ONS Census 2011 Breakdown by age (%)
0-18	42152	20.29	414839	18.6
18-29	44012	21.18	342007	15.3
30-44	41708	20.08	422893	18.9
45-64	37740	18.17	629030	28.3
Over 65	42125	20.28	423194	18.9
Null	18	0.01		
Total	**207755.00**	**100%**	**2231963**	

2.4.1   Comparing the age categories of the Trust to those of the ONS 2011 Census the number of service users in the 45 - 64 categories are less than the Census figures. The number of service users in the over 65 age group is expected due to the increased prevalence of age related mental health problems in this group. 0.01% of the trust's data on the age of service users was incomplete.

2.5   Summary of Service Users by Sexual Orientation

Sexual Orientation	Breakdown of service users by sexual orientation (number)	Breakdown of service users by sexual orientation (%)
Person does not know	673	0.32
Null	38530	18.55
Persons of the opposite sex	12546	6.04
Persons of the Same or opposite sex	242	0.12
Persons of the Same Sex	245	0.12
Prefer not to say, Not stated/declined	16,449	7.92
Other	56	0.03
Not age appropriate	17,833	8.58
Not developmentally appropriate	4,791	2.31
Not known	2,885	1.39
Total	207,755	

2.5.1   The Office for National Statistics, Sexual orientation 2017, Experimental statistics on sexual orientation in the UK in 2017 state that 2.0% of the UK population identified as Lesbian, gay or bisexual (LGB) and estimated that 1.1 million of the population aged

16 years and over identified as LGB out of a total UK population of those aged 16 years and over of 52.8 million.

Comparing these estimated figures with the Trusts' service users the Trust has an under- representation of those who have declared that they are lesbian, gay or bisexual. This is a particularly sensitive area for many service users and this is possibly reflected in the fact that for 38530 or 18.55% of service user's information about their sexual orientation is not recorded on PARIS. The completion rates of sexual orientation has greatly increased for the reported period and this is because in previous years the reports from IIC only picked up sexual orientation from the care documents and not from the Master Patient Index (MPI) and this issue has now been corrected in IIC.

2.6   Summary of Marital and Civil Partnership Status of Service Users within the Trust compared to the ONS 2011 Census.

Status	Breakdown of service users in the Trust by Marriage Civil Partnership (number)	Breakdown of service users in the Trust by Marriage Civil Partnership (%)	ONS Census 2011 Breakdown by Marriage/ Civil Partnership (number)	ONS Census 2011 Breakdown by Marriage/ Civil Partnership (%)
Divorced/ Civil Partnership Dissolved	8248	3.78	177476	9.38
Married / Civil Partnership	36233	16.58	923446	48.78
In a relationship	7299	3.34		
Living with a partner	6126	2.80		
Not Disclosed	14826	6.79		
Separated	5114	2.34	45932	2.44
Single	112158	51.34	598958	31.64
Surviving Partner/ Widowed	14120	6.46	147062	7.76
Null	14107	6.46		
Not known	238	0.11		
Total	**218469.00**	**100%**	**1892874**	

2.6.1   For 14107 or 6.46 % of service users' marital and civil partnership status information is not recorded on PARIS. This is a 0.83% decrease in the data completeness compared to last year. 'In a relationship' and 'living with a partner' were added as additional fields in PARIS in 2016 to better reflect the range of relationships amongst our service users. There are no categories in the 2011 census with which to compare these options.
There is a variation between the Trust's data for marriage and civil partnership and that of the ONS 2011 in the categories of those who are divorced or whose civil partnership has been dissolved, those married or in civil partnerships and those who are single.

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2.7   Summary of sex of service users within the Trust compared to the ONS 2011 Census

Status	Breakdown of service users in the Trust by sex (number)	Breakdown of service users in the Trust by sex (%)	ONS Census 2011 breakdown by sex (number)	ONS Census 2011 breakdown by sex (%)
Male	100316	48.29	1,119,471	49
Female	105654	50.86	1,169,017	51
Null	1357	0.65		
Birth sex female gender neutral	290	0.14		
Birth sex male gender neutral	93	0.04		
Indeterminate	32	0.02		
Not known/not specified	13	0.01		
Total	**207755.00**	**100%**	**2,288,488**	

2.7.1   The sex breakdown of the Trust's service users is very similar to that of the ONS data. For 1357 or 0.65 % of service users the data on sex is incomplete. This is a decrease of 0.06% compared to last year. Additional fields were added to PARIS in 2018 to allow service users' sex to be recorded in ways that better reflect their gender identity.

2.8   Summary of Service Users by religion compared to the ONS 2011 Census service user Population by religion

Religion	Breakdown of Service Users in the Trust by religion (number)	Breakdown of Service Users in the Trust by religion (%)	ONS 2011 Census Breakdown by religion (number)	ONS 2011 Census Breakdown by religion (%)
Any other	3912	1.15	6619	0.29
Buddhist	313	0.15	8008	0.35
Christian	78605	37.84	1568297	68.46
Hindu	132	0.06	4921	0.21
Jewish	77	0.04	1368	0.06
Muslim	1411	0.68	23328	1.01
Sikh	119	0.06	3118	0.15
None	59776	28.77	525253	22.93
Baha'i	26	0.01		
Pagan	196	0.09		
Zoroastrian	4	0		
Patient religion unknown	30514	14.69		

Declined to disclose/not stated	18418	8.87	149976	6.54
NULL	14252	6.86		
TOTAL	207755.00		2,290,888	

2.8.1 Data on religion is not available for 14252 or 6.86% 14.29% % of the Trust's service users the data is incomplete. This is an improvement of 7.43 % compared to the level of data completeness last year.
There are differences between the data on the religion of the Trust's service users and the data in the 2011 Census in the categories of any other religion, Christian, Muslim, Hindu, Sikh and none.

2.9 Summary of Servicer Users by Disability

Disability	Breakdown of Service Users in Trust (number)	Breakdown of Service Users in Trust (%)
Hearing Impairment	3301	1.59
Mobility impairment	3305	1.59
Multi-sensory impairment	430	0.21
Other Disability	933	0.45
Physical disability	1875	0.90
Visual Impairment	5721	2.75
Speech Impairment	482	0.23
Mental Health	7022	3.38
Learning Disability	3552	1.71
Null	181134	87.19
Total number of unique referrals	207755.00	100%

2.9.1 The Trust has been able to report on the numbers of service users with hearing impairment, mobility impairment, multi- sensory impairment, other disability, physical disability, visual impairment and speech impairment. Some service users have more than one disability so may appear in more than one category. Figures from the Royal National institute for the blind in 2013 estimated that almost two million people in the UK are living with sight loss that has a significant impact on their daily lives and figures from Action on Hearing loss 2015 state that 1 in 6 people or 16.66 % have some kind of hearing loss.. Information from the 2011 census states that 38% of the population of the North East and 33% of the population of Yorkshire and Humber report a long standing illness or disability with 20% of the population of the North East and 19% of the population of Yorkshire and Humber reporting a limiting long standing illness or disability

3. Equality Objectives

3.1 Service user and carer involvement is essential to help the Trust deliver and develop services which are service user centred and feedback on services is essential in order to continually improve our services in response to what we are told. The Trust has well-established mechanisms for engaging with its service users and carers in a variety of ways.

3.2   In March 2016 each locality was asked to develop an equality objective for 2016 – 2020. There has been evidence of good consultation and activities in localities which led to the development of the equality objectives.

3.2.1   Durham and Darlington Equality Objective 2017 - 2020
To continue to ensure that the principles of Green Light are embedded in services

Progress:
Due to multiple changes in the locality the green light innovation event has had to be delayed and Staff from Durham and Darlington are attending the Greenlight 'review' Kaizen event in Tees locality in January 2020 and considering what can be utilised via a share and spread event in the Durham and Darlington locality in Q4 19/20 Durham and Darlington Adult Mental Health & Adult Learning Disabilities services continue to work closely together around a small number of patients with complex needs who require input from both services and consideration of the Greenlight principles of reasonable adjustments to support people with learning disabilities and autism within services are considered within these joint pieces of work.

3.2.2   York and Selby overall objective 2016 - 2020: Working with partners to improve access and experience of mental health services for students and young people (16 – 25) in York and Selby.
Progress:
The York and Selby objective has been completed within the agreed timescale at the end of 18/19

3.2.3   Forensic Services   Equality Objectives 2017/2020
Objective 1 To improve the support for staff that is on extended forms of planned maternity / paternity / adoption leave.

Progress:
The service has re audited compliance with the Maternity, Adoption and Paternity Procedure using a sample provided by Human Resources of the people currently on maternity leave. The results are currently being analysed to identify further work that may be needed and a report will be presented to LMGB in q4 19/20

3.2.4   Teesside objective 1 2016-2020. To continue implementation of the Greenlight audit in adult services, building on the work carried out last year and completing the self-assessment.

Progress: Teesside objective 1 was completed within the agreed timescale

Teesside Objective 2. Under/ Over - Represented Communities 2017 – 2020. Based upon the information identified from analysis of our data, the locality has begun to explore the reasons for the under/over representation of particular BAME communities within services.

Progress:
The locality has continued to use a community development approach to review the experience of services for its BAME communities and to identify remedial actions that need to be taken to support access for those communities to achieve successful outcomes. MHSOP are continuing to build on the introduction to the NHS course

training provided to South Asian communities, and following on from the latest course a further 7 volunteers have been recruited into paid roles as bank staff. A further introduction to the NHS course started in January 2020. The introduction to the NHS course is a five week health and social care course, which is run by the Trust, a third sector partner and Middlesbrough community learning services. The aim is for women who have taken the course to become volunteers and eventually work for the Trust through the temporary staffing team. This opportunity is allowing the trust to begin changing the staffing demographic within older people's services, to ensure it is more reflective of the communities that it serves as well as breaking barriers around mental health. The women attending the course now feel confident about their understanding of mental health and the treatment options open to them. Work this year in MHSOP has also included continuing to improve access to dementia services for the South Asian community by running locally based.

3.2.5 **North Yorkshire objective 2016 - 2020:** To better understand the mental health needs of the farming communities in North Yorkshire and where appropriate take action to improve and increase access to services.

3.2.6 **Progress:**
The locality have developed a project group with community stakeholders, including local farming support groups. This group is leading the work with the farming community. The group have engaged in further out reach sessions with positive feedback at the Great Yorkshire show. An awareness raising package on mental health issues was developed for use at the Great Yorkshire show... The group has been working with the communications team to use social media as a tool to raise awareness of mental health issues within the farming community and filmed a series of talking heads which have received positive feedback. A training package on working with the farming community has been developed and rolled out to staff. The group are planning to engage with local agricultural colleges to reach a younger audience and to include mental health is included in Nation Farmers Union newsletters

3.2.7 **Equality, Diversity and Human Rights Strategy** A revised Equality, Diversity and Human Rights Strategy for 2020 – 2023 was approved by the Board of Directors in January 2020 in order to more fully realise the vision, mission and strategic goals of the Trust. As part of the development of this strategy a consultation was held with service users, carers, and staff and partner organisations during 2019. There was an encouraging level of engagement in the consultation exercise. A number of very clear themes emerged from this consultation and these themes have helped to shape the strategy:
Disability
Work needs to be done to ensure managers understand disability fully and are aware of how to support staff with disabilities.
Trans
Staff overwhelmingly asked for Tran's awareness training
Race and ethnicity
Staff requested more training on managing verbal aggression from patients, carers and relatives towards staff (this applies more widely than race and ethnicity).
Data completeness
There was strong agreement that demographic data on both ESR and PARIS needed to be improved.
Community Engagement

More work needs to be undertaken with hard to reach service user and carer groups to improve their access to and experienced of services

3.2.7.1 As a result of the consultation the following objectives with associated metrics have been agreed:

- Ensure that where agreed, staff that require a reasonable adjustment have this/these in place.
- Ensure we support and respond to staff that experience verbal aggression and to proactively reduce the number of incidents of verbal aggression towards staff.
- Ensure we have a suitable trained and skilled workforce to address the needs of Trans patients and staff
- To increase the recording of disability and sexual orientation on PARIS and ESR of patients and staff
- To increase the number of BAME service users who access services within the trust and report a positive experience.

4. Analysis of the effects of the Trust's policies and practices

4.1 Equality analyses are carried out on all Trust policies and procedures and these are available on the Trust website.

4.2 Equality analysis is also carried out on service developments and improvements and is an integral part of the Trust's project management processes through which all major service changes are progressed.

5. Equality in Practice

The Trust is committed to ensuring that all people have equal access to its services. Some of the initiatives the Trust has taken to realising this vision are described in the information relating to the Trust's equality objectives in section 3. Others are described below.

5.1 Disability Access Audits

Trust recognises the importance of ensuring that people with disabilities can access its premises. The Health and Safety team have carried out audits on all inpatient sites previously and. these audits are planned to continue as part of the health and safety workbook audit. In 18/19 audits were carried out on outpatient areas. It must be acknowledged that the audit only covers limited areas and do not include clinic rooms, ward and other areas in which patients are seen or areas which are solely used by staff. Progress on these is monitored by the EDHR steering group and reported bi- annually to QAC.

5.2 Interpreting Services
In order to deliver an equitable service to those whose first language is not English the Trust has a contract with an interpreting agency, ensuring quick access to appropriately qualified interpreters. The quality and usage of the service is regularly monitored. Following a tender in 2019 the new provider for the interpretation service is Everyday Language Solutions (ELS)

5.3 Data Completeness
Measurement is key to understanding whether there are differences in experience or outcomes for those in protected groups and then acting on these. Crucial to this is achieving a high level of data completeness and accuracy in the demographic data on PARIS. Work

will be undertaken as part of the new Equality, Diversity and Human Rights strategy to improve data completeness for disability and sexual orientation.

5.4 Human Rights

The trust were successful in a bid to the Health Foundation to pilot an approach to embedding a human rights based approach to decision making within clinical services. This work has been undertaken in partnership with the British Institute of Human Rights. The MHSOP team in Hartlepool and the Psychosis team in Stockton were identified as the pilot sites for this work. The project has involved training these times in Human Rights and working with them to develop tools and resources to support the further roll out of a Human Rights based approach to clinical decision making. Work is ongoing to develop options for the longer term adoption and embedding of a rights based approach to service delivery within TEWV.

5.5 Patient Friends and Family Test (FFT)

The trust analyses its patient FFT by sexual orientation, gender, disability, ethnicity and age. This information is included at appendix 1.

Currently the Trust is unable to collect information about the experiences of the Trans community and a request has been made to the Patient Experience team for a further question to be added to the FFT when the survey is refreshed in April 2020.

Responses during 2019 showed:
- Those who identify as lesbian or bisexual did not rate the care they received as highly as those identifying as gay or heterosexual
- Service users under 18 and aged 18 to 29 did not rate the care they received as highly as those of other age groups
- Service users identifying as Black, Asian, mixed race or other did not rate the care they received as highly as those identifying as other ethnicities.

Work will be undertaken to better understand these differences.

Tees, Esk and Wear Valleys NHS Foundation Trust

SEXUAL ORIENTATION

Sexual Orientation and Year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Jan 19 - Dec 19	Total	Overall % Apr 2013 to Dec 2019
Heterosexual - Total % of Excellent and Good Responses	92.3%	91.2%	88.3%	90.9%	90.8%	90.7%	91.8%	14784 (out of 16261)	90.9%
	3319	4327	2420	2185	658	594	1281		
Gay - Total % of Excellent and Good Responses	84.5%	80.2%	73.4%	85.0%	71.4%	93.3%	92.0%	274 (out of 335)	81.8%
	60	69	47	51	10	14	23		
Lesbian - Total % of Excellent and Good Responses	74.4%	84.3%	75.0%	81.3%	77.3%	81.8%	80.0%	205 (out of 258)	79.5%
	29	59	36	39	17	9	16		
Bisexual - Total % of Excellent and Good Responses	88.3%	79.5%	80.9%	81.4%	78.7%	76.6%	78.8%	520 (out of 640)	81.3%
	91	105	127	83	37	36	41		
Prefer not to say - Total % of Excellent and Good Responses	86.8%	81.2%	86.1%	82.3%	84.5%	83.7%	84.8%	4070 (out of 4831)	84.2%
	511	474	346	311	1772	477	179		
Total for all Responses where Excellent or Good	4111	7176	14064	15077	2494	1130	1540	45592 (out of 48363)	

Key:
90% and over
85%-89.9%
Below 85%

Tees, Esk and Wear Valleys NHS Foundation Trust

GENDER

Gender and Year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Jan 19 - Dec 19	Total	Overall % Apr 2013 to Dec 2019
Male - Total % of Excellent and Good Responses	91.9%	84.6%	92.4%	92.2%	92.3%	92.3%	92.5%	21444 (out of 23251)	92.2%
	237	307	1163	1636	5456	6218	6427		
Female - Total % of Excellent and Good Responses	94.1%	95.2%	96.4%	94.4%	93.5%	93.1%	92.7%	24804 (out of 26558)	93.4%
	269	295	1373	1687	6812	7352	7016		
Other - Total % of Excellent and Good Responses	100.0%	66.7%	66.7%	0	40.0%	77.8%	66.7%	32 (out of 50)	64.0%
	3	4	4	0	4	7	10		
Prefer not to say - Total % of Excellent and Good Responses	83.3%	71.4%	80.0%	50.0%	85.8%	86.5%	81.3%	4786 (out of 5585)	85.7%
	5	5	4	2	3455	1119	196		
Total for all Responses where Excellent or Good	4111	7176	14064	15077	15727	14696	13649	84500 (out of 77335)	

Key:
90% and over
85%-89.9%
Below 85%

DISABILITY

Disability Answer and Year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Jan 19 - Dec 19	Total	Overall % Apr 2013 to Dec 2019
Yes - Total % of Excellent and Good Responses	-	93.7%	94.9%	93.6%	92.8%	92.2%	91.8%	19467 (out of 21035)	92.5%
	0	193	1263	1795	5075	5530	5611		
No - Total % of Excellent and Good Responses	-	92.6%	93.6%	92.5%	94.1%	94.3%	94.1%	20884 (out of 22208)	94.0%
	0	87	991	1282	5686	6348	6490		
Prefer not to say - Total % of Excellent and Good Responses	-	-	59.1%	72.7%	86.5%	87.9%	87.1%	6552 (out of 7548)	86.8%
	0	0	13	8	4105	1652	774		
Total for all Responses where Excellent or Good	4111	7176	14064	15077	14866	13530	12875	81699 (out of 75024)	

Key:

90% and over
85%-89.9%
Below 85%

AGE BAND

Age Band and Year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Jan 19 - Dec 19	Total	Overall % Apr 2013 to Dec 2019
Under 18 - Total % of Excellent and Good Responses (0-18 in 2017-18)	100.0%	100.0%	79.7%	70.9%	88.9%	90.4%	88.2%	8623 (out of 9705)	88.9%
	1	9	59	122	2233	3188	3011		
18-29 - Total % of Excellent and Good Responses (19-29 in 2017-18)	74.4%	76.0%	87.4%	89.5%	91.5%	90.7%	89.7%	7347 (out of 8153)	90.1%
	58	76	167	468	2075	2197	2306		
30-44 - Total % of Excellent and Good Responses	96.4%	79.1%	84.6%	91.4%	92.6%	91.9%	91.4%	8213 (out of 8970)	91.6%
	53	87	226	466	2340	2411	2630		
45-64 - Total % of Excellent and Good Responses	97.0%	91.2%	95.6%	93.8%	93.5%	93.6%	94.7%	10135 (out of 10780)	94.0%
	98	104	390	576	2929	2910	3128		
65 and over - Total % of Excellent and Good Responses	96.1%	98.5%	97.3%	97.2%	95.9%	96.3%	96.7%	11902 (out of 12321)	96.6%
	219	258	1741	1712	2578	2808	2586		
Prefer not to say - Total % of Excellent and Good Responses	100.0%	75.0%	63.6%	25.0%	86.6%	87.3%	89.1%	4936 (out of 5689)	86.8%
	12	6	7	1	3544	1153	213		
Total for all Responses where Excellent or Good	4111	7176	14064	15077	15699	14667	13874	84668 (out of 77298)	

Key:
90% and over
85%-89.9%
Below 85%

ETHNICITY

Ethnicity and Year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Jan 19 - Dec 19	Total	Overall % Apr 2013 to Dec 2019
White British - Total % of Excellent and Good Responses	91.7%	91.0%	92.2%	93.1%	93.7%	93.6%	93.8%	66991 (out of 72073)	92.9%
	3740	5981	12130	12960	10208	11339	10633		
White Other - Total % of Excellent and Good Responses	83.7%	97.3%	100.0%	-	89.8%	89.4%	90.8%	3041 (out of 3371)	90.2%
	36	36	2	0	794	728	1445		
Black or Black British - Total % of Excellent and Good Responses	83.3%	68.1%	74.4%	77.4%	87.1%	93.7%	81.8%	453 (out of 568)	79.8%
	20	32	90	137	61	59	54		
Asian or Asian British - Total % of Excellent and Good Responses	87.9%	76.0%	84.7%	86.8%	89.7%	91.6%	88.2%	1019 (out of 1173)	86.9%
	58	76	211	211	157	164	142		
Mixed Race - Total % of Excellent and Good Responses	89.4%	87.3%	84.6%	89.9%	90.7%	89.4%	89.4%	1115 (out of 1252)	89.1%
	42	69	121	143	225	261	254		
Other - Total % of Excellent and Good Responses	87.5%	80.4%	80.5%	88.5%	90.7%	85.4%	81.7%	508 (out of 596)	85.2%
	21	37	91	116	97	70	76		
Prefer not to say - Total % of Excellent and Good Responses	-	-	-	-	85.9%	85.6%	77.7%	4458 (out of 5207)	85.6%
	0	0	0	0	3370	1001	87		
Any Other Ethnic Group - Total % of Excellent and Good Responses	-	-	-	-	-	-	63.6%	7 (out of 11)	63.6%
	0	0	0	0	0	0	7		
Total for all Responses where Excellent or Good	3917	6231	12645	13567	14912	13622	12698	77592 (out of 13652)	

Key:		
90% and over		
85%-89.9%		
Below 85%		