

Equality and Diversity Update

Issue 32: July 2017

Improving Patient Experience

Quality Trauma Discharge

The after hospital care plan is an online, plain-English patient-controlled record which lists individualised patient pathways for trauma patients and identifies their ongoing needs. It forms the basis of a structured discharge consultation delivered by a specialist Major Trauma Practitioner/Coordinator and Pharmacist.

This new initiative aims to educate and empower patients and their families to better manage the sometimes difficult transition from hospital back to the community. The benefits are:

- improved quality of care we deliver to our patients
- reduced demand on primary care services
- places patient at the centre of their care

Patients Know Best - Electronic Portal

This is an electronic patient-controlled record that allows patients to have control of their health records and, by granting access to specific care providers, creates a single instance of the relevant care record that is available wherever the patient receives treatment.

The electronic portal provides a messaging service so patients may communicate efficiently with the major trauma team. A telephone follow-up call which occurs two weeks following discharge is used to reinforce the information provided and to troubleshoot identified problems.

Fantastic results - There was a significant reduction in unscheduled GP attendances and increases in measures of patient satisfaction after discharge. The Major Trauma team are certain this model may be used elsewhere.



Some members of the Major Trauma Team

National Disability Network

The NHS Equality and Diversity Council has recommended that a Workforce Disability Equality Standard (WDES) should be mandatory for all NHS organisations. This will come into place in 2018, but we need to start looking at this now.

To help with this a national Disability Network has been put in place in the form of an online forum by Disability Rights UK.

Angelo Micciche, Chair of the Disabled Staff Development Group says: "I want to encourage you all to sign up for this. Let's help paint a big picture for Disabled people with lots of comments from NBT."

Everyone can join and initiate or contribute to, discussions on several topics. These may relate directly to the implementation of new models or wider lessons learned, or the business case for communities and health inequalities.

It's easy to use but you need to get a password using this form:

forums@disabilityrightsuk.org

**Harassment and Bullying Advice Line
New Number 0117 414 5599, Ext: 45599**



Accessible Information Standard

The Trust has a statutory duty to meet this standard which aims to ensure that people who have a disability or sensory loss get information they can access and understand, and any communication support that they need.

Five important steps

1 Identify - Ask if people have any information or communication needs, and find out how to meet those needs

2 Record - Record those needs in a set way that is highly visible, using specific definitions

3 Flag - Use alerts or flags to make it clear on the person's file what their needs are, and prompt action to meet those needs

4 Share - Share information about the person's needs with other NHS and adult social care providers

5 Act - Make sure people get their information in an accessible way and have the communication support they need

For information about Interpreting and Translating services or to put documents into a different format contact: Communications Department. Tel 0117 414 43887 Ext 43887
Email: nbtcommunications@nbt.nhs.uk

Equality Calendar

Sparkle Weekend Trans	:	7 July 2017
Pride in London	:	8 July 2017
Dharma Day – Buddhist	:	15 July 2017
World International Justice	:	17 July 2017
World Hepatitis Day	:	28 July 2017
International Day of Friendship	:	30 July 2017

Have your say on South Gloucestershire's new Health & Wellbeing Strategy 2017-2021

A public consultation has begun on a new joint strategy to guide the work of the South Gloucestershire Health and Wellbeing Board as they work together with the local community towards a vision for better health from 2017 to 2021. The draft Joint Health and Wellbeing Strategy sets out four key areas where the Board feel they can make most impact on the health and wellbeing of people living and working in South Gloucestershire by working together.

The consultation runs for 10 weeks, until Monday 21 August, and partner organisations, voluntary and community groups and the public are encouraged to comment and feedback on each of the areas prioritised for action.

Copies of the consultation materials are also available at Libraries and One Stop Shops.

See: www.southglos.gov.uk/hws

or to Email your feedback:
consultation@southglos.gov.uk

EID Al Fitr NBT Celebration – Don't forget

11 July 2017 12 noon – 2 p.m.
Sanctuary - Brunel Building

Everyone Welcome. Refreshments and information displays.

Address Christopher Hancock Building, Southmead Hospital,
Southmead Road, Westbury-on-Trym, Bristol, BS10 5NB

Phone 0117 414 5578 Ext: 45578

Email Lesley.Mansell@nbt.nhs.uk

Please ask if you would like this newsletter in a different format

