



FAIRFIELD INDEPENDENT HOSPITAL  
Equality, Diversity & Inclusion Annual Report  
2023/2024



## INTRODUCTION

The purpose of this report is to demonstrate the hospital's compliance with the Public Sector Equality Duty by publishing information on an annual basis. It summarises the equality monitoring data for patients and staff for the period 1 April 2023 to 31 March 2024. This report outlines our achievements around equality, diversity and human rights, highlighting the key pieces of work we have undertaken and states the future direction of the work around this agenda.

This report must be read against the backdrop of what we can only describe as yet another challenging year for all healthcare providers.

Fairfield Independent Hospital is committed to a culture where those working for us are valued and appreciated for the skills and talents they bring to the organisation and where the needs of those using our services are understood and respected. We are committed to treating everyone who visits or works for us with respect and as individuals, taking into account their individual differences, personal values and perspectives.

The key areas of our statutory, mandatory and regulatory obligations are set out below:

## EQUALITY ACT 2010 AND THE PUBLIC SECTOR EQUALITY DUTY (PSED)

The Equality Act 2010 replaced previous anti-discrimination laws with a single act. It gives the NHS and its organisations opportunities to work towards eliminating discrimination and reducing inequalities in care. The Public Sector Equality Duty applies to public bodies and others carrying out public functions and requires these organisations to publish information to show their compliance with the Equality Duty. The information must show that the organisation has had due regard to the need to:

- Eliminating unlawful discrimination, harassment and victimisation
- Advancing equality of opportunity between people who share a protected characteristic and people who do not
- Fostering good relations between people who share a protected characteristic and people who do not share it

FIH aims to provide accessible services that respect the needs of each individual and exclude no one. The hospital is committed to eliminating any form of discrimination based on the Equality Act, which identifies the following protected characteristics:

Disability, Sex, Race, Religion and belief, Sexual orientation, Age, Pregnancy and maternity, Marriage and civil partnership, Gender re-assignment

### 1. NHS Standard Contract Equality Requirements

NHS England mandates the NHS Standard Contract for use by NHS commissioners to contract all healthcare services other than primary care. This prohibits discrimination based on the nine protected characteristics set out in the Equality Act 2010 and is a mutual obligation on the commissioner and on the provider.

As a responsible organisation we must take into account the following aims as part of our decision-making processes;

- how we act as an employer
- how we develop, evaluate and review policy
- how we design, deliver and evaluate services
- how we commission and buy services

## 2. Meeting our Duties

As a service provider, we are committed to providing a service, which is accessible to everyone and prevents unfair or unlawful discrimination on the grounds of disability, sex, race, religion and belief, sexual orientation, age, pregnancy and maternity, marriage and civil partnership and gender re-assignment. We are working to promote good relations between different individuals and groups.

As an employer, we will ensure our employees work in an environment which respects and includes everyone and is free from discrimination, harassment and unequal treatment. We are keen to attract staff from diverse backgrounds that are representative of the population we serve, and seek to raise our profile as a potential employer, especially where we are under-represented.

We have a robust process to ensure strategies, policies, procedures, major service changes are regularly assessed for impact on equality issues and our staff network helps us to understand the needs and views of a range of diverse people and communities.

We have specific duties as a provider of public sector services to publish relevant, proportionate equality information to demonstrate our compliance which must include:

- Information relating to employees who share protected characteristics.
- Information relating to people who are affected by our policies and practices, who share protected characteristics
- Prepare and publish equality objectives at least every four years

### Workforce Race Equality Standard (WRES)

The WRES requires the hospital to provide information against a number of indicators and to demonstrate progress against them. The WRES highlights any difference between the experience and treatment of White staff and Black and Minority Ethnic (BME) staff with the aim to closing any gaps through the development and implementation of action plans. The hospital has been providing the data directly for a number of years.

### Accessible Information Standard

The purpose of the Standard is to meet the communication needs of patients, service users, carers and parents. The Standard aims to establish a framework and set a clear direction so patients can receive information in their preferred format e.g. Braille, Easy Read or British Sign Language Interpreter. The hospital has fully implemented the Accessible Information Standard. Through the preferred providers, the hospital is able to offer interpretation and translation services in the following formats:

- Face-to-face interpretation and translation (was paused for safety reasons during the pandemic)
- Telephone interpretation and translation

### Equality core principles

The hospital has already produced an Equality and Diversity Strategy. We have agreed a set of core principles that underpin the development and delivery of our ambitions and priority areas. The principles are:

- We will ensure that the delivery of the best patient care is at the heart of what we do
- We will regularly review the priorities through feedback and information to ensure they are grounded in reality for patients, public and staff
- We will measure and publish progress against our priorities annually
- We will share and celebrate examples of improvements and changes made as a result of the feedback and the priorities in the strategy
- We will work in partnership and collaboratively with stakeholders, partners and communities to take forward this strategy
- We will strive for continual improvement and change
- We will ensure our policies, processes and systems are supportive and monitored to ensure the delivery of good practices in equality and diversity

### 3. Workforce

#### Workforce profile

The headcount of employed staff at the hospital as at 31.03.2023 was 191. For the purposes of this report, the white category incorporates staff that identify as White British, White Irish and any Other White Background. The BME includes staff who identify themselves as Asian, Mixed, Black and Other.

#### Clinical Workforce (excluding Consultants)

The 2023/2024 age profile of the clinical workforce is shown below:

Clinical

Under 20	20-29	30-39	40-49	50-59	60-69	70-79	Total
0	7	22	20	23	18	1	91

#### Non Clinical Workforce

The 2023/2024 age profile of the non-clinical workforce is shown below:

Non Clinical

Under 20	20-29	30-39	40-49	50-59	60-69	70-79	Total
0	11	17	8	30	33	1	100

#### Gender

The 2023/2024 gender profile of the total workforce is shown below:

Gender	Under 20	20-29	30-39	40-49	50-59	60-69	70-79	Total
Male	0	9	4	5	5	11	0	34
Female	0	9	35	23	48	40	2	157

#### Workforce by ethnicity

98% of the workforce identify as white and 2 % as BME (figures have been rounded)

#### Workforce by disability (declared)

Less than 1% of the workforce have identified himself or herself to the organisation as being disabled. As an organisation, we feel this figure might be higher so the organisation is actively encouraging disabled employees to report their disability.

#### Workforce by religion and belief

The majority of staff have chosen not to disclose their religion or belief making it difficult to draw any meaningful conclusions from this data set.

#### Workforce by sexual orientation

The majority of staff have not disclosed their sexual orientation making it difficult to draw any meaningful conclusions from this data set. The data has been suppressed due to low numbers.

#### Transgender

The term transgender refers to someone who considers that they do not identify with the gender that was assigned to them at birth. There is no census information accurately recording the size of the Trans population in the UK. The number of gender variant people estimated in the UK is to be

500,000 (Gender Identity Research and Education Society- GIRES) equating to 1% of the total population. Monitoring of the number of Trans people is highly sensitive and strict data protection rules apply to ensure privacy and confidentiality is maintained at all times. This data would not be reported by Fairfield Independent Hospital.

### Recruitment

The hospital ensures that all recruitment procedures and processes comply with relevant legislation and NHS guidance. FIH aims to build a fully inclusive organisation through the recruitment and retention of a high calibre workforce. We are registered as a Tier 2 employer.

Our recruitment and selection procedures and guidance ensure that recruitment practices are effective and non-discriminatory and make sure that we recruit the best person available.

### Education Training and Development

Staff are on a rolling programme for all relevant training.

Female Genital Mutilation training – 94 % completed by staff.

During 2023/2024, the mean average for completion of all mandatory training was 93%.

All Ward HCAs have been trained in NEWS2 ensuring that staff are aware of any patient who may be deteriorating and how to escalate the issues.

As at 31.03.2024, 99% of all staff had completed their Equality and Diversity training.

Fairfield Independent Hospital continues to offer valuable placements to local nursing students. Many of our senior nurses are trained mentors with teaching and assessing qualifications. The Universities carry out an independent audit of our facilities and staff education / qualifications levels. The hospital offers a wide range of specialities allowing students the opportunity of following patients through every stage of their elective surgery, from pre-operative assessment to theatre, inpatient stay to physiotherapy as an outpatient. The students are all trained with regard to Equality Diversity and Inclusion.

### Flexible working

The hospital has various forms of flexible working arrangements in place for the staff who it directly employs. The majority of requests are managed at department level.

### Female workforce taking maternity leave

In the last 12 months, 3 staff took maternity leave. The organisation has in all cases offered reduced contracted hours to support work life balance for these employees.

The hospital has also offered paternity leave to fathers.

### Employee relations cases

In the last 12 months, there have been no employee relations cases.

### Staff Survey

The completion of the survey is mandatory as part of our NHS Contract and needs to be completed annually. The Board regard the survey as a very important tool in our HR function, as it gives valuable insight into how staff are feeling. The survey was carried out in November. Some areas do require further investigation, action and analysis. Unfortunately, there are very few comments given on the completed surveys in order that we can really deep dive into the detail.

The response rate was 57%, which is an acceptable level in order to make informed analysis.

The results of the survey have been shared with a number of sub committees of the Board, the Board and the staff groups and a range of actions are planned to address some of the issues within the survey. The survey did not highlight any issues of discrimination.

#### Leavers

During the year up to 31.03.2024:

- 11 staff left the organisation
- 2 retired
- 2 staff left to take up positions elsewhere
- 2 left for personal reasons
- 5 left for other reasons

## 4. Patient information

### Complaints 2023/2024

As a learning organisation, we actively seek out patient comments both positive and negative. If a patient makes a negative comment that is not a formal complaint, it is investigated and a response is sent to the patient with an apology and explanation. We genuinely feel that this pro-active, timely approach to negative comments reduces the number of formal complaints and shows our patients that we are listening to what they say.

Total number of formal NHS complaints – 20 (17) (figures in brackets are for 22/23)

#### Categories

- Consultant 5 (5)
- Administration 8 (5)
- Nursing 0 (1)
- Attitude 1 (1)
- Clinical 6 (5)

All our complaints are reported across the organisation from the Board to the 'shop floor' and we do keep a record of things that we have changed after a patient has brought something to our attention. We provide the Integrated Care Board (ICB) with quarterly reporting on all NHS complaints, how they have been investigated, actions taken, learning and evidence of learning. We monitor trends for all complaints and there have been no incidences from any complaint with regard to discrimination of any kind. All Consultant specific complaints are fed into the appraisal process at their NHS Employer.

The Table below shows the declared ethnic makeup of complainants to the hospital over the last 12 months

Ethnic Group	Number of complaints
White	7
Mixed	
Asian/Asian British	
Black/African/Caribbean/Black British	
Other	
Not declared	13
TOTAL NUMBER OF NHS COMPLAINTS	20

### Friends and Family Test— responses

The hospital has been participating in the Friends and Family Test for patients for a number of years. The results for both inpatients and outpatients are shown below:

#### Inpatient full year average 2023/2024

Ave Total number returned per month	Extremely likely	Likely	Neither likely nor unlikely. Ex un likely Don't Know
72	98%	1.5%	.05%

#### Outpatient full year average 22023/2024

Ave Total number returned per month	Extremely likely	Likely	Neither likely nor unlikely. Ex un likely Don't Know
42	96%	3.8%	.02%



### Patient Satisfaction

The results for 2023/2024 show:

- 99.5% of the patients rated the cleanliness of the hospital as very good or excellent
- 99% of the patients rated the overall standard as very good or excellent
- 100% of patients would recommend the hospital to a friend or family member

## 5. Equality and Diversity Objectives

The hospital each year sets objectives in order to meet its obligations under the Equality Act and some progress was made during the year. A brief account of progress made in the year against each objective is provided below:

### 2023/2024 Objectives

#### Objective 1 - A representative and supported workforce

- We will consider how our decisions will affect equality and reduce unfavourable effects
- Know who our staff are by equality and their experiences and reduce any differences that we find
- Take a zero tolerance approach to bullying, abuse and harassment
- Increase ethnic diversity at Board and senior management levels

#### Actions progress

- All policies have an EQIA
- Visibility of FTSUG across the organisation
- Re-confirm our zero tolerance approach for all staff
- There have been no Board changes in the period

#### Objective 2 – Inclusive leadership

Board members and senior leaders will champion equality and diversity. Some examples include:

- Talk about equality, diversity and inclusion
- Engage staff
- Understanding how our decisions will affect equality and reduce unfavourable effects
- Use inclusive leadership competencies in recruitment and appraisals

#### Actions/ progress

- Induction emphasises equality, inclusion and diversion
- All Staff have to complete, read and answer questions on a range of policies as part of their induction and probationary period
- We ensure that we use un-biased questions as part of our interview framework
- The use of apprenticeships to widen the pool of people coming into the Hospital

#### Objective 3 – To be an anti-racist and anti-discriminatory organisation

We will create a 'healthy' workplace culture and healthcare service which is fully inclusive for colleagues and patients with a disability, from an ethnic minority, background, LGBTQ background and any of the other remaining protected characteristics.

#### Actions/ progress

- Monitor any issues raised by staff and also monitor issues for staff who may have protected characteristics

## 2024/23025 Objectives

### Objective 1 - Implement North West BAME Anti-Racist Framework:

Work with the ICB to embed the North West BAME Anti-Racist Framework across the organisation - We know that we cannot do this on our own its too big a task so we will work with others to ensure that we make a positive contribution.

Ensure our stance on zero tolerance approach for and from staff, patients etc. remains high on our agenda.

### Objective 2 - Provide our staff with the knowledge and resources to enable them to integrate Equality, Diversity and Inclusion (EDI) into our daily work:

We will focus on enabling all of our staff take responsibility for EDI, as well as equipping them with the skills, knowledge and resource to be able to do so. EDI is often seen as an additional problem to address. However, we want to work with our staff so that they can embed EDI into their work and understand that an EDI focus can lead to solutions rather than problems. Making sure that our IT system can collect data on protected characteristics and that data can be shared as appropriate in a meaningful way.

### Objective 3 - Develop a culture where everyone feels they belong:

We want an environment where our staff can bring their whole selves to work regardless of their background or identity and that they will not face repercussions for doing so. We want our people to feel able to give feedback and feel confident that any concerns they have are acted upon appropriately making sure that basic needs across the workplace are met. We need to make sure that our leaders and managers have the knowledge and resources to support and signpost people to wellbeing support and that staff have open conversations and resolve difficulties at an early stage.

It is expected that our objectives will evolve over time with further specific actions and priorities being developed as work is undertaken to progress them.

## 6. Conclusion

FIH aspires to be the employer and healthcare provider of choice in the local area. With empowered, engaged and well supported staff and a workforce that represents the communities that we serve. We strive for:

- Improved patient access, safety and experience
- A representative and supported workforce
- Inclusive leadership

We want to ensure staff are consciously inclusive in their day-to-day practice and interactions with our patients and teams recognising their mix of abilities, experience and knowledge. The hospital is fair and inclusive and acts with integrity.

Our staff provide compassionate care and we adopt a patient centred approach to the care we provide. As an employer we strive to provide a very positive supportive workplace free from any form of bullying, harassment or discrimination. We believe that the only way to consistently provide the highest possible level of care is through being truly inclusive, creating the right conditions for staff to flourish and for patients to receive the services that they need, in the way that they need them and in the right environment based on their individual needs.

The hospital has met its statutory obligations to monitor and report on workforce and patient equality and diversity and provide assurances that actions are being taken to address any shortfalls.